

# 目錄 Contents

	主席前言 Chairman's Foreword	3
	監警會委員 Members of the IPCC	7
	年度概覽 Highlights of the Year	12
	主要統計數字 Key Statistics	14
<b>1</b>	關於監警會 About the IPCC	16
<b>2</b>	監察投訴處理 Monitoring the Handling of Complaints	36
<b>3</b>	服務質素改善建議 Service Quality Improvement Initiatives	54
<b>4</b>	傳訊工作 Communications	68
<b>5</b>	組織架構 Organisational Structure	80
<b>6</b>	財務報表 Financial Statements	98

# 監警會的抱負、使命及價值觀

## Vision, Mission and Values of the IPCC

### 抱負 Vision

一個公平、公正、對公眾問責的投訴警察制度  
A fair and impartial police complaints system accountable to the public

### 使命 Mission

確保對警方的投訴能公平公正、有效率、具透明度地處理，並對警隊工作提供改善建議，以提高服務質素及向公眾問責  
Ensure police complaints are handled in a fair, impartial, effective and transparent manner, and advise on improvement to police procedures to enhance service quality and public accountability

### 價值觀 Values

- ▶ 獨立 Independence
- ▶ 公正 Impartiality
- ▶ 誠信 Integrity

