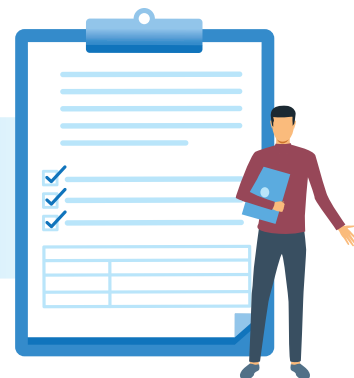


主要統計數字 (2023年4月 – 2024年3月) Key Statistics (April 2023 – March 2024)

1,631

通過的須匯報投訴個案
Reportable Complaint cases endorsed



2,318

通過的指控
Allegations endorsed



93.1%

輕微指控*比例
Percentage of minor allegations*



1,331

經檢視的須知會投訴摘要
Summary of Notifiable Complaints examined



98.1%

觀察員出席比率
Observers' attendance rate



* 輕微指控包括「疏忽職守」和「行為不當／態度欠佳／粗言穢語」。

* Minor allegations include "Neglect of Duty" and "Misconduct/Improper Manner/Offensive Language".

82

通過的經修訂分類結果
Changes of classification
endorsed



717

向投訴警察課提出的質詢
Queries raised with CAPO



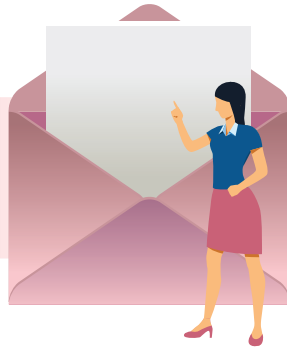
20

服務質素改善建議
Service Quality Improvement
Initiatives (SQIIs)



7,023

接獲的公眾查詢
Public enquiries
received



接觸
Reached
out to

11,000+

人次
stakeholders

