

## 服務承諾 Performance Pledges

監警會重視工作效率和優質表現，訂下一系列的服务承諾：

We attach great importance to efficient and quality performance.  
Our performance pledges are:

	個案的處理 Handling of cases	表現指標(標準回應時間)* Performance target (standard response time)*
查詢 Enquiries	致電／親臨 By telephone/in person	即時 Immediately
	書面 In writing	10天內 Within 10 days
監察投訴 Monitoring of complaints	<b>一般個案 Normal cases</b> 向投訴警察課提出不多於一輪質詢的輕微個案 (例如沒有禮貌或疏忽職守) Minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO	3個月內 Within 3 months
	<b>複雜個案 Complicated cases</b> 所有嚴重的個案(例如毆打或捏造證據)， 或向投訴警察課提出多於一輪質詢的輕微個案 All serious cases (such as Assault or Fabrication of Evidence) and minor cases with two or more rounds of Queries raised by the IPCC with CAPO	6個月內 Within 6 months
	<b>覆核個案 Review cases</b> 要求覆核須匯報投訴的調查結果分類的個案 Requests for reviewing the classification of Reportable Complaints	6個月內 Within 6 months

\* 由接獲投訴警察課最終調查報告／回應的日期起計  
Counting from the date of receipt of CAPO's final investigation report/response

本年報的封面以帆船為設計概念，象徵監警會委員、觀察員和秘書處職員就如一支帆船隊伍，在船上各司其職，讓會方充分履行法定職能。多年來，監警會一直堅守「以事實為基礎、以證據為依歸、在陽光下辦事」的原則，讓會方不論順流逆流，也能保持不偏不倚，確保香港的兩層架構投訴警察制度行穩致遠。

The cover of this year's Annual Report features a sailboat, representing the collaborative spirit of IPCC Members, Observers and Secretariat staff akin to a sailing team. Each team member plays a crucial role aboard the vessel, ensuring the optimal performance of the Council's statutory functions. Over the years, the IPCC has adhered to the principle of handling each complaint strictly on the basis of fact and evidence, honestly, without fear or favour. This unwavering commitment enables the Council to maintain impartiality regardless of the ebbs and flows and ensures the steadfast implementation of the two-tier police complaints system in Hong Kong.

