

# 傳訊工作及機構形象

## Communications and corporate image

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誠信 INTEGRITY

公正 IMPARTIALITY

公正 IMPARTIALITY

獨立

INDEPENDENCE

第 6 章  
CHAPTER 6

隨着 2009 年 6 月 1 日《監警會條例》生效，監警會由一個在幕後默默耕耘審核警察投訴個案的單位，蛻變為全方位監察警察投訴工作的獨立法定機構。除了就公眾關注的議題和警方及持份者加強聯繫外，監警會亦加強對外傳訊工作，增進公眾對香港投訴警察制度的認識。

Since the IPCCO came into effect on 1 June 2009, the IPCC has matured from a “back-seat” review and monitoring unit to a multi-faceted independent police complaints oversight body. Not only has it strengthened engagement with the Police and stakeholders on issues of public interest, the IPCC has also been continually expanding its external communications to promote public awareness and understanding of Hong Kong’s police complaints system.

## 傳訊工作 Communications

### 香港電台電視劇集《監警有道》(2015) RTHK TV series - *IPCC Files* (2015)



《監警有道》(2015)的拍攝籌備工作早在 2013 年年底已經展開，會方和香港電台在經過一年多緊密合作，選取真實投訴個案及搜集資料，並加以改編撰寫劇本，深入淺出地介紹監警會的工作。為確保劇中描述警察工作場景的真實性，監警會及香港電台亦邀請投訴警察課代表作技術指導，以反映警方處理投訴的真貌。

Pre-production work on *IPCC Files* (2015) started in late 2013. The Council then worked closely with RTHK in the selection of real complaint cases and gathering of information for adaptation into scripts in order to present the complex duties of the IPCC in a manner that could be easily understood. Moreover, to ensure the authenticity of the series and to give an accurate presentation on handling police complaints, the IPCC and RTHK invited representatives from CAPO to provide technical guidance.

《監警有道》(2015)一連八集單元劇，每集半小時。劇集內容主要由兩位監警會審核員的角度出發，以二人、同僚再加上監警會委員審核調查報告時，如何抽絲剝繭地分析案情和證據，嘗試找出事件真相，更輔以說情、評理，令公眾較

The latest series of *IPCC Files* (2015) comprised eight half-hour episodes. The story line was about how two vetting officers (Cheuk-yan and Jason) worked together with their colleagues and Council Members to meticulously review complaint cases and the evidence in order to unveil the truth. The stories were supplemented with explanations and evaluations so that viewers could see what the case

易理解事件發生因由，如何決定投訴個案分類等，從而描述監警會的法定職能、於投訴警察制度中所發揮的作用、及如何確保處理投訴的方式對投訴人和被投訴人公平公正。每集主題特別選取現實生活上容易衍生投訴警察事宜的情境，增加劇集真實性。

《監警有道》(2015)在2015年5月5日至6月23日在港台電視31及無線電視翡翠台正式播映。劇集入選香港大學民意研究計劃第二階段的「2015電視節目欣賞指數調查」排名最高的20個節目之一。香港電台網站 (<http://rthk.hk>) 及香港電台 YouTube 頻道 (<https://www.youtube.com/user/RTHK>) 均提供節目重溫。觀眾亦可透過 YouTube 監警會頻道連接 (<https://www.youtube.com/user/ipccchannel>)。

brought about and the rationale in determining the classification of a case. The stories highlight the statutory functions of the IPCC, the role the Council plays in the police complaints system and the way that justice and fairness are ensured for both complainants and complainees. Each story is carefully selected to represent a common complaint against the police, giving authenticity to each episode.

*IPCC Files* (2015) was aired on RTHK TV31 and TVB Jade from 5 May till 23 June 2015. The drama series was selected for the top 20 list of the "2015 TV Programme Appreciation Index Survey (2nd stage)" conducted by the University of Hong Kong Public Opinion Programme (HKUPOP). Online archives of the episodes can be found on the RTHK website (<http://rthk.hk>), RTHK YouTube channel (<https://www.youtube.com/user/RTHK>) or through the IPCC YouTube channel (<https://www.youtube.com/user/ipccchannel>).

## 《監警有道》(2015) 各集主題

### *IPCC Files* (2015) episode themes

第一集	爭奪
第二集	誰辨忠奸
第三集	現場爆發
第四集	禁區
第五集	路不拾遺
第六集	失竊案中案
第七集	以暴逆道
第八集	小風波

# 《監警有道》

Episode 1	Rivalry
Episode 2	Who's to judge?
Episode 3	Live at the scene
Episode 4	Prohibited zone
Episode 5	Lost property
Episode 6	Stealing from a thief
Episode 7	Unjust violence
Episode 8	A minor disturbance

# IPCC Files

## 新網站

### New website

監警會於2015年4月推出了新網站 (<http://www.ipcc.gov.hk>)，版面設計旨在吸引及方便公眾瀏覽網站內不同內容。簡潔的資訊分類令網站容易瀏覽，加上清晰的網站結構便利公眾尋找所需資料，並透過嵌入式YouTube短片播放器，展示監警會的社交媒體工作。

此外，為確保其網站可以方便所有人使用，包括殘疾或有特殊需要者，新網站符合萬維網聯盟(W3C)的《無障礙網頁內容指引》(WCAG)2.0AA級要求，採用無障礙設計。網站並設有流動版本，讓公眾可以用智能手機及其他流動裝置瀏覽監警會網頁。網站是提供監警會最新消息和歷年資訊的重要平台，公眾可在此查閱年報、刊物、新聞稿、與各類持份者聯繫和傳媒活動的相片及簡介、公開會議的議程及會議紀錄等。

The IPCC launched its new website (<http://www.ipcc.gov.hk>) in April 2015. The new website is designed to attract and facilitate visitors to browse its different sections, with easier navigation through better categorisation of materials, and to showcase the IPCC's social media capacity through the embedded YouTube player.

The new website is designed to be accessible to all members of the public, including those with disabilities and special needs. The IPCC is committed to ensuring that it complies with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements. A mobile version has also been developed, to enable the public to access information about the IPCC on smartphones and other mobile devices. The website provides the public with the latest news of the Council and serves as an important archive for past information. Members of the public can visit the website to access to IPCC's annual report, publications, press releases, photos and descriptions of the IPCC's engagement with various stakeholders; information on press events; and the agendas and minutes of open meetings.





## YouTube「監警會頻道」 The IPCC Channel on YouTube



在 YouTube 的「監警會頻道」(<https://www.youtube.com/user/ipccchannel>) 為監警會的影片庫，保存及載列監警會不同時期的影片，供公眾觀賞。此頻道的設立標誌著會方逐步開拓社交媒體與公眾聯繫，以影片來介紹監警會的職能及角色，務求讓市民更容易了解監警會的工作。

目前該頻道載列了多條監警會的影片，包括與香港電台聯合製作的《監警有道》(2015)宣傳片和製作特輯、於2014年5月27日舉行的《監警有道》研討會的影片、與 now TV合作拍攝的互動電視節目《監警透視》、與香港電台聯合製作的迷你電視劇集《監警有道》(2012)、監警會主席及秘書長出席的傳媒訪問及公開活動的片段等。為了進一步加深對監警會的認識，尤其是會方成為獨立機構前的資料，頻道亦特意收錄了警監會時期的影片，如2008年製作的企業影片、2003年與香港電台電視部聯合製作的企業影片，以及2001至2002年香港電台電視部聯合製作的電視劇集《警監特輯》。

會方將適時更新頻道內容，增加會方透明度，加深公眾對投訴警察制度的認識。

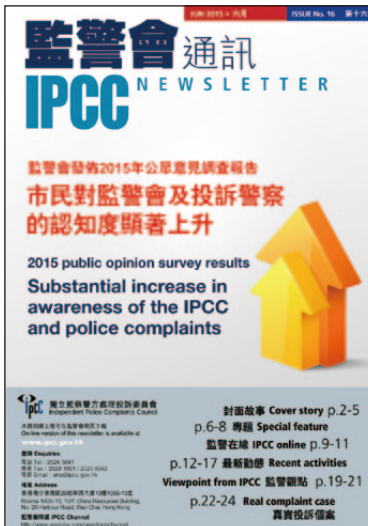
The IPCC Channel on YouTube (<https://www.youtube.com/user/ipccchannel>) contains an archive of footage of the IPCC from different times, made available for public viewing. The establishment of this channel demonstrates the Council's efforts to utilise social media to connect with the public, and introduces the IPCC's role and functions through videos to enable easier understanding.

The channel includes the *IPCC Files* (2015) trailer and "The Making of *IPCC Files* (2015)"; videos from the IPCC Symposium held on 27 May 2014; *The IPCC Perspective*, an interactive TV programme made in collaboration with now TV; *IPCC Files* (2012), a mini TV series produced in collaboration with RTHK in 2012; and footage of media interviews with the IPCC Chairmen and public activities attended by the Secretary-General. To further viewers' understanding of the IPCC's background, the channel also includes footage from before the IPCC became an independent statutory body, including a corporate video made in 2008; a corporate video produced with RTHK in 2003 and *The IPCC TV series*, co-produced with RTHK from 2001 to 2002.

The Council will regularly update the channel to improve its transparency and strengthen the public's understanding of the police complaints system.

## 《監警會通訊》

### IPCC Newsletter



《監警會通訊》是在2010年5月1日推出的半年刊。為了增加監警會的透明度和加強與持份者聯繫，會方在2011年11月開始將《監警會通訊》轉為季刊，讓公眾人士更快收到會方的資訊。《監警會通訊》以電子刊物的形式報道監警會的最新動向、審核個案的統計數字、委員會近期工作，以及投訴警察的真實個案等。監警會通訊除了會以電郵形式寄給持份者外，還上載至監警會網站 (<http://www.ipcc.gov.hk>)。

A biannual *IPCC Newsletter* was launched on 1 May 2010. With the goals of enhancing the transparency of the IPCC and strengthening its connection with stakeholders, the newsletter became a quarterly publication in November 2011, and has since been providing the public with timely updates on the Council's work. The *IPCC Newsletter* is released in an electronic format and contains information on the IPCC's latest work, the Council's recent activities, examples of real complaint cases etc. The newsletter is distributed by email and uploaded onto the IPCC's website (<http://www.ipcc.gov.hk>).

在報告期內，會方分別在2015年6月、10月及2016年3月出版了三期《監警會通訊》，並以監警會2015年公眾意見調查的結果、監警會就佔領事件的最新工作進展，以及監警會繼續積極與持份者溝通作封面故事。

During the reporting period, the IPCC released three issues of the *IPCC Newsletter* – in June 2015, October 2015 and March 2016. The cover stories featured the 2015 IPCC public opinion survey results, an update on the IPCC's work on the Occupy Movement and the IPCC's continuous outreach to various stakeholders.

## 與傳媒聯繫 Media liaison

除了邀請傳媒出席監警會和投訴警察課的聯席會議外，會方亦藉每次發表《監警會通訊》及年度工作報告舉行新聞發布會，向公眾交代工作情況以增加透明度。

In terms of enhancing transparency, besides inviting the press to attend the open part of joint IPCC/CAPO meetings, the IPCC also holds regular press conferences when launching the *IPCC Newsletter* and annual report to update the public on the Council's work.

## 傳媒發布會

### Media briefings

29 6月 JUN  
2015



監警會推出第十六期《監警會通訊》，並舉行新聞發布會介紹通訊內容。郭琳廣主席向傳媒講解監警會的最新活動，包括監警會再次委託香港大學民意研究計劃進行的公眾意見調查，並由香港大學民意研究計劃總監鍾庭耀博士在場為傳媒講解。此外，梅達明副秘書長（行動）詳細講述一宗彰顯監警會審視投訴警察課人員處理投訴的方法的個案。委員劉玉娟律師、葉振都先生、何世傑教授、蘇麗珍女士及何錦榮會計師亦有出席是次發布會。

A media briefing was held to release the sixteenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman) presented highlights of the IPCC's latest publicity initiatives. The newsletter included information on the public opinion survey commissioned by the IPCC and conducted by HKUPOP. At the briefing, the survey results were released to the media by Dr Robert Chung Ting-yiu, Director of HKUPOP. In addition, Mr Daniel Mui (Deputy Secretary-General, Operations) explained in detail how the IPCC scrutinised a CAPO officer's handling of a complaint in one real complaint case. Council Members Ms Noeline Lau Yuk-kuen, Mr Adrian Yip Chun-to, Ir Prof Vincent Ho, Ms Ann So Lai-chun and Mr Richard Ho Kam-wing attended the media briefing as well.

12 10月 OCT  
2015



監警會推出第十七期《監警會通訊》，並舉行新聞發布會介紹通訊內容。郭琳廣主席向傳媒講解監警會的最新活動，包括監警會就佔領事件的最新工作進展，並專題報道會方實地觀察2015年七一遊行。監警觀點則訪問了監警會嚴重投訴個案委員會內的特別工作小組主席陸貽信資深大律師和朱敏健秘書長，解釋會方如何確保有效率、公正及嚴謹地處理佔領事件的投訴個案。此外，梅達明副秘書長（行動）詳細講述一宗彰顯監警會審視警方在證據不足以控告投訴人卻不斷延長其保釋期限的個案。

A media briefing was held to release the seventeenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman) presented highlights of the IPCC's latest publicity initiatives. The newsletter included an update on the IPCC's work on the Occupy Movement and a special feature on the on-site observation the 1 July 2015 procession. The Viewpoint from IPCC featured an interview with Mr Arthur Luk Yee-shun, Senior Counsel, Chairman of the Special Task Force within the Serious Complaints Committee, and Mr Ricky Chu (Secretary-General) on how the IPCC ensures efficiency, impartiality and meticulousness in handling the Occupy Movement cases. In addition, Mr Daniel Mui (Deputy Secretary-General, Operations) explained in detail how the IPCC scrutinised the Police's action in repeatedly extending bail without sufficient evidence to charge the complainant.



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12月 DEC  
2015



副主席陳健波議員代表監警會向立法會提交監警會2014/15工作報告。同日中午，郭琳廣主席與朱敏健秘書長主持《監警會2014/15工作報告》傳媒發布會暨午餐會，講解工作報告的內容。劉玉娟律師、梁繼昌議員、黃幸怡律師、陳建強醫生、何世傑教授、劉文文女士及陳章明教授亦一同出席午餐會，和傳媒代表交流。

On behalf of the IPCC, Hon Chan Kin-por (Vice-Chairman) submitted the *IPCC Report 2014/15* to the Legislative Council. Mr Larry Kwok Lam-kwong (Chairman) and Mr Ricky Chu (Secretary-General) hosted a media briefing and luncheon to launch the report. Ms Noeline Lau Yuk-kuen, Hon Kenneth Leung Kai-cheong, Ms Sandy Wong Hang-ye, Dr Eugene Chan Kin-keung, Ir Prof Vincent Ho, Miss Lisa Lau Man-man and Prof Alfred Chan Cheung-ming were also present and had lunch with reporters.

9 3月 MAR  
2016

監警會推出第十八期《監警會通訊》，並舉行新聞發布會介紹通訊內容。郭琳廣主席和宣傳及意見調查委員會主席劉文文女士在梅達明副秘書長(行動)陪同下，向傳媒講解監警會的最新活動。本期通訊包括監警會與持份者的聯繫及會面、由前宣傳及意見調查委員會主席鄭承隆先生和剛卸任監警會委員陳培光醫生撰寫的文章、委員會近期的活動以及會方在網上工作的最新動態。此外，梅達明副秘書長詳細講述一宗警方因調查「失竊」案所衍生的「濫用職權」的投訴個案。

A media briefing was held to release the eighteenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman), Miss Lisa Lau Man-man (Chairman of the Publicity and Survey Committee) and Mr Daniel Mui (Deputy Secretary-General, Operations) presented highlights of the IPCC's latest publicity initiatives. The newsletter included the IPCC's continuous outreach and engagement with various stakeholders; articles contributed by the former Chairman of the Publicity and Survey Committee, Mr Edwin Cheng Shing-lung, and recently retired Member Dr Chan Pui-kwong; the Council's recent activities; and the IPCC's online activities. Mr Daniel Mui then illustrated how the IPCC examined a complaint of "Unnecessary Use of Authority" in the Police investigation into a "Theft" report.



## 傳媒專訪

### Media interviews

監警會代表透過接受傳媒訪問，加強市民對監警會職能及工作的認識。報告期內，監警會主席、副主席、宣傳及意見調查委員會主席、特別工作小組主席及秘書長分別接受了多家電視台、電台和報章的訪問。

By conducting media interviews, IPCC representatives aim to enhance the public's understanding of the work and functions of the Council. During the reporting period, the IPCC Chairman, Vice-Chairman, Publicity and Survey Committee Chairman, Special Task Force Chairman and Secretary-General were interviewed by various television and radio stations and newspapers.



郭琳廣 主席

Mr Larry Kwok Lam-kwong Chairman



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 Published in Sing Tao Daily on 24 Sep 2015 (A12)  
 公開用武守則 憂影響執法  
 監警接佔領投訴 料明年初審結



原文刊於經濟日報 (A30) 2015年9月24日  
 Published in Hong Kong Economic Times on 24 Sep 2015 (A30)  
 郭琳廣：佔領為監警會帶來挑戰  
 須匯報投訴僅處理3成「沒放軟手腳」

郭琳廣主席於報告期內接受蘋果日報、明報、am730、經濟日報、東方日報、南華早報、星島日報、頭條日報、晴報、英文虎報、香港律師會會刊《香港律師》、亞洲電視、香港電台、香港電台節目《自由風自由PHONE》和《千禧年代》及無線電視節目《講清講楚》的訪問，討論警民關係、有關警司朱經緯涉嫌用警棍毆打途人的投訴個案、處理佔領事件的工作進展等議題。

During this reporting period, Mr Larry Kwok Lam-kwong (Chairman) was interviewed by Apple Daily, Ming Pao Daily News, am730, Hong Kong Economic Times, Oriental Daily, South China Morning Post, Sing Tao Daily, Headline Daily, Sky Post, The Standard, Hong Kong Lawyer the official journal of the Law Society of Hong Kong, ATV, RTHK, RTHK programmes "Millennium Era" and "Open Line Open View" and TVB programme "On the Record" on various issues such as police-civilian relations, the complaint case in which Superintendent Chu King-wai allegedly hit a passer-by with his baton and the progress of investigation of the Occupy Movement complaint cases.



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 Published in Sky Post on 24 Sep 2015 (P18)  
 處理佔中投訴  
 郭琳廣：無放軟手腳



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 Published in The Standard on 24 Sep 2015 (P10)  
 Public still trust police: watchdog

## 陳健波議員

副主席  
嚴重投訴個案委員會主席

## Hon Chan Kin-por

Vice-Chairman  
Serious Complaints Committee Chairman

報告期內，監警會副主席及嚴重投訴個案委員會主席陳健波議員接受 DBC 電台節目《早晨八達通》訪問，解釋會方處理朱經緯警司的投訴個案的程序。

During this reporting period, the IPCC Vice-Chairman and Serious Complaints Committee Chairman, Hon Chan Kin-por was interviewed by DBC radio programme 《早晨八達通》 where he explained the processes and principles in relation to the Council's handling of the complaint case involving Superintendent Chu King-wai.

## 鄭承隆先生

宣傳及意見調查委員會主席  
(任期至 2015 年 12 月)

## Mr Edwin Cheng Shing-lung

Publicity and Survey Committee Chairman  
(Appointment till Dec 2015)

報告期內，宣傳及意見調查委員會主席鄭承隆先生接受 DBC 電台節目《早晨八達通》、商業電台節目《在晴朗的一天出發》、亞洲電視及 now TV 節目《時事全方位》的訪問，談及監警會民意調查結果、朱經緯案及警方設立「面書」專頁等議題。

During this reporting period, the Chairman of the Publicity and Survey Committee, Mr Edwin Cheng Shing-lung was interviewed by DBC radio programme 《早晨八達通》, Commercial Radio programme "On a Clear Day", ATV and now TV programme 《時事全方位》 on the IPCC survey results, the Superintendent Chu King-wai case and the Police's setting up of their Facebook page.





### 陸貽信資深大律師

特別工作小組主席

### Mr Arthur Luk Yee-shun, SC

Special Task Force Chairman

報告期內，特別工作小組主席陸貽信資深大律師接受 am730、明報、信報、星島日報的訪問，講解監警會審核由佔領事件衍生的投訴個案處理程序和原則。

During this reporting period, Special Task Force Chairman Mr Arthur Luk Yee-shun, SC, was interviewed by am730, Ming Pao Daily News, Hong Kong Economic Journal and Sing Tao Daily to explain the processes adopted by the IPCC for reviewing complaint cases arising from the Occupy Movement.



1. 原文刊於 am730 (A38)  
2015年10月2日  
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加強審核佔領投訴程序  
陸貽信：唔想走漏眼
2. 原文刊於明報 (A16)  
2015年10月2日  
Published in Ming Pao Daily News on 2 Oct 2015 (A16)  
監警加強佔領案審核程序  
14人特別小組跟進
3. 原文刊於星島日報 (A31)  
2015年10月2日  
Published in Sing Tao Daily on 2 Oct 2015 (A31)  
收逾500個案 提200次質詢  
監警會設兩專組 處理「佔領」投訴
4. 原文刊於信報財經新聞 (A16)  
2015年10月2日  
Published in Hong Kong Economic Journal on 2 Oct 2015 (A16)  
佔中投訴調查3月內完成  
鳴謝信報財經新聞有限公司惠允轉載編號 (2016 AUG08002)  
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### 朱敏健 秘書長

Mr Ricky Chu Secretary-General

朱敏健秘書長於報告期內接受 am730、明報、信報、星島日報、香港電台節目《自由風自由PHONE》和《千禧年代》、亞洲電視、商業電台節目《在晴朗的一天出發》、DBC 電台節目《早晨八達通》以及 now TV 節目《大鳴大放》訪問，討論監警會民意調查結果、朱經緯案、有關會方處理佔領事件投訴個案的工作小組以及監警會聘請新秘書長等議題。

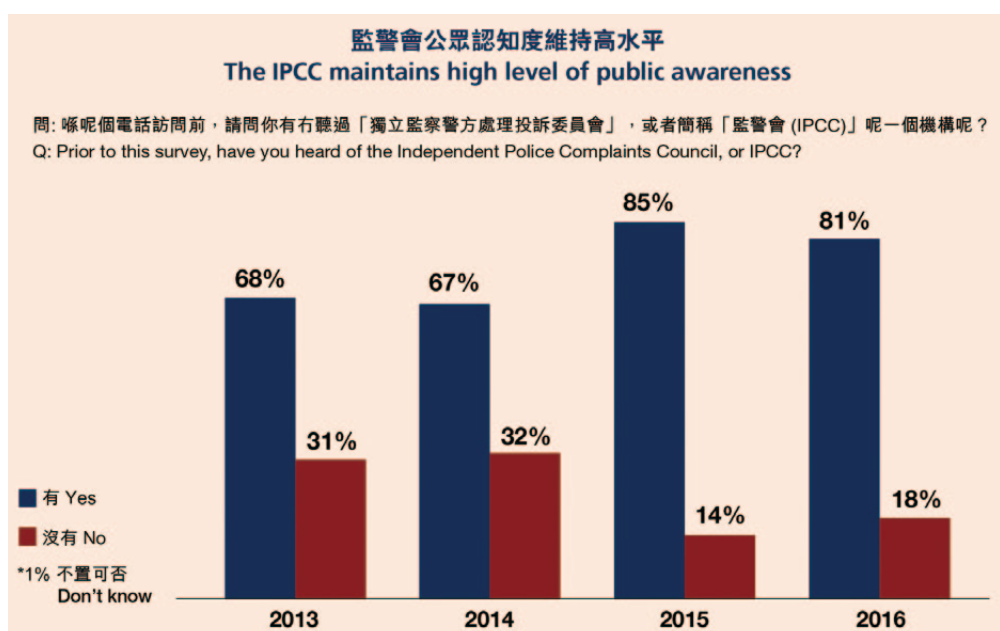
During this reporting period, Mr Ricky Chu (Secretary-General) was interviewed by am730, Ming Pao Daily News, Hong Kong Economic Journal, Sing Tao Daily, RTHK programmes "Open Line Open View" and "Millennium Era", ATV, Commercial Radio programme "On a Clear Day", DBC radio programme 《早晨八達通》 and now TV programme 《大鳴大放》 on various issues such as the IPCC public opinion survey results, the Superintendent Chu King-wai case, the task force on handling the Occupy Movement complaint cases, the recruitment of the new Secretary-General, etc.

## 機構形象

### Corporate image

#### 香港大學民意研究計劃公眾意見調查

#### Public opinion survey conducted by HKUPOP



近年監警會定期透過進行公眾意見調查，了解公眾對監警會的認知和觀感有何變化，以履行《監警會條例》第 8 條(1)(e)賦予的法定職能—「加強公眾對監警會的角色的認識」。調查的指標包括公眾對監警會的認知度及整體形象的觀感、對監警會及兩層投訴警察制度的信心等。一直以來，這些重要的數據有助監警會評估及擬定公眾教育及傳訊的方向，務求讓市民認識監警會的角色及職能。

今年是監警會連續第四年委託香港大學民意研究計劃進行公眾意見調查。過去四年，社會見證不少重大事件，如 2014 年的佔領事件、2016 年的旺角騷亂，無疑影響社會的整體氣氛，以至公眾對監警會的看法。今年的調查於 2016 年 3 月 7 日至 3 月 17 日期間進行，以隨機抽樣電話訪問形式成功訪問了 1,002 位 18 歲或以上的香港居民。

In recent years, the IPCC has been regularly conducting public opinion surveys to measure changes in the public awareness and perception of the IPCC, which in turn assists the Council in discharging its statutory duty, "to promote public awareness of the role of the Council", under section 8(1)(e) of the IPCCO. Indicators from the surveys include the public's awareness of the IPCC, the overall image of the IPCC, confidence in the IPCC and confidence in the two-tier police complaints system. These key metrics have assisted the Council in assessing and mapping out the direction of its public education and communication initiatives, which aim to enhance public awareness of the IPCC's role and functions.

This is the fourth consecutive year in which the Council has commissioned HKUPOP to conduct a public opinion survey. During the past four years, society has witnessed several significant events, such as the Occupy Movement in 2014 and the Mong Kok riot in 2016, which would inevitably influence overall public sentiment and in turn, perception of the IPCC. This year's survey was conducted on a random sample by telephone interviewers from 7 March to 17 March 2016; and 1,002 successful interviews were held with Hong Kong residents aged 18 or above.

調查結果顯示，監警會在數項指標上大致維持 2015 年的成績，例如公眾對監警會的認知度維持在八成以上。整體受訪者中，聽過監警會的佔 81%，雖然較 2015 年的 85% 下跌了四個百分比，但相比 2014 年的 67% 及 2013 年的 68%，認知度仍然相當高。表示從互聯網（包括在 2015 年 4 月推出的新監警會網站）得知監警會的人數持續上升，由去年的 33% 微升至 36%。調查結果亦顯示，超過六成聽過監警會的受訪者知道監警會的獨立性質，並能夠正確地指出「監警會是獨立於警察部門的機構」。

聽過監警會的受訪者中，有一半人（49%）能夠正確地指出監警會至少一項職能，其中能夠指出監警會負責「監察投訴警察課處理個案的程序」的人數大幅增加，由 2015 年的 23% 上升至 2016 年的 37%。但另一方面，仍有 55% 受訪者錯誤回答監警會的職能。被問到哪裡是處理投訴警察最有效的渠道時，接近三分之一（30%）的受訪者認為是監警會，比起選擇投訴警察課的人數（16%）多出接近一倍。

港大民意研究計劃總監鍾庭耀博士分析指，這數組調查數據反映，近年來社會上發生的大型公眾活動，在影響警隊形象之餘，似乎亦同時影響了公眾對監警會的觀感。

最後，調查亦分別訪問市民對監警會及兩層投訴警察制度的信心，對兩者表示「有信心」的受訪者同樣有 39%，較 2015 年下跌五個百分比。選擇「一般」的人數則分別為 22% 及 20%，是四年以來的新低。表示對監警會及兩層投訴警察制度「沒有信心」的百分比則明顯上升，由 2015 年的 24% 分別升至 34% 及 32%。其中 18 歲至 29 歲的受訪者比其他年齡組別，對監警會持負面觀感的增幅較為明顯。鍾庭耀博士認為，隨著社會變得兩極化，公眾關注警隊工作的焦點有所轉移，公眾對監警會的印象和評價亦相應改變。

Results of the 2016 survey show that the IPCC was able to more or less maintain some of the positive results from 2015, such as maintaining the public awareness level at above 80%, with 81% of respondents indicating that they had heard of the IPCC. While this represents a drop of four percentage points from 85% in 2015, it is still significantly higher than the awareness levels of 67% in 2014 and 68% in 2013. The percentage of respondents who have heard of the IPCC via the internet — including the IPCC website, which was revamped in April 2015 — continues to rise, reaching 36% this year, slightly higher than the 33% of respondents last year. The survey results also show that over 60% of respondents were aware of the independent nature of the IPCC and were able to correctly answer that “The IPCC is a totally independent organisation, not under the Police”.

Among respondents who have heard of the IPCC, half (49%) could correctly identify at least one of the IPCC’s duties, with 37% correctly answering that the IPCC’s duties include “monitoring CAPO’s case handling process”, significantly higher than the level of 23% in 2015. On the other hand, 55% of respondents incorrectly identified the IPCC’s duties. When asked what they think is the most effective channel to lodge a complaint against the police, almost one-third (30%) of respondents believe that the IPCC is the most effective channel for complaints against the police, which is nearly double the percentage of those who believe that CAPO is the most effective channel (16%).

Dr Robert Chung Ting-yiu, Director of HKUPOP, stated in his analysis that the survey data shows that the large-scale public order events in recent years have not only affected the Police’s image, but seem to have also affected the public perception of the IPCC.

Lastly, the survey also asked respondents about their confidence in the IPCC and the two-tier police complaints system. For both questions, 39% of respondents answered “Confident”, representing a drop of five percentage points from 2015. The percentages opting for “Half-half” were 22% and 20% respectively, the lowest in the past four years. The percentages of those who replied with “Not Confident” in both the IPCC and the two-tier police complaints system rose noticeably from 24% in 2015 to 34% and 32% respectively. Among them, respondents aged between 18 and 29 showed a more significant increase in perceiving the IPCC negatively when compared with other age groups. Dr Robert Chung believed that with the continued polarisation of society, the public’s focus on the Police’s work shifted and, in turn, the public perception and image of the IPCC also changed accordingly.

會方明白在加強公眾對監警會角色的認識方面仍需下很多功夫，來年會致力加強對外的傳訊工作及與持份者的溝通。會方期望透過逐步接觸更多不同的持份者，了解各方的關注和期望，加強他們對監警會運作和兩層投訴警察制度的認識，以提升會方的透明度。無論政治環境如何轉變，監警會定當迎難而上，繼續努力維護其獨立、公正和誠信的核心價值。

監警會委託香港大學民意研究計劃進行公眾意見調查的結果已上載至港大民研網站 (<http://www.hkupop.hku.hk/chinese/report/ipcc2016/index.html>)。

The Council understands that there is more work to be done in terms of improving the public's understanding of the IPCC's role, and will step up efforts to enhance publicity and strengthen its engagement with various stakeholders. To this end, the Council aims to gradually reach out to more diverse groups of stakeholders in order to better understand their concerns and expectations, and strengthen their understanding of the operation of the IPCC and the two-tier police complaints system, which in turn increases the transparency of the IPCC. Regardless of the changes in the political climate, the IPCC will rise to these challenges and continue to uphold its core values of independence, impartiality and integrity.

Results of the survey conducted by HKUPOP are available on their website: (<https://www.hkupop.hku.hk/english/report/ipcc2016/index.html>).

## 其他傳訊途徑

### Other communication channels

#### 刊物

#### Publications



監警會編製的《關於監警會的10個為什麼》小冊子，簡介監警會的由來、需要獨立法定地位的原因及重要性、委員會的組成、其職能、於香港投訴警察制度兩層架構中的角色、監察程序的運作等資訊，增加公眾對監警會的了解。市民可於指定的公共圖書館、公共屋邨和郵政局免費索取此小冊子。

監警會位於灣仔的辦事處及各區警署的報案室亦備有監警會小冊子和觀察員計劃單張，供市民取閱。此外，監警會每年均會發表工作報告，概述監警會在該年度的工作詳情。

The IPCC has published a booklet, *10 Qs on the IPCC*, to enhance the public's understanding of the IPCC. It includes a brief outline on the origin of the IPCC, the reasons and importance of its status as a statutory and independent body, the membership of the Council, its functions, its role in the two-tier police complaints system and how the IPCC monitoring procedures work. The booklet is distributed free of charge at public libraries, public housing estates and designated post offices.

IPCC booklets and leaflets on the Observers Scheme are available at the IPCC office in Wan Chai and the police report rooms in every district. The IPCC also releases its annual report to give an update on its work.