




# 服務承諾

## Performance pledges

監警會重視工作效率和優質表現，訂下一系列的服務承諾：

We attach great importance to efficient and quality performance.

Our performance pledges are:

	Handling of cases 個案的處理	Performance target (standard response time) 表現指標 (標準回應時間)
<b>Enquiries</b> 查詢	By telephone / in person 致電 / 親臨	Immediately 即時
	In writing 書面	Within 10 days 10天內
<b>Monitoring of complaints</b> 監察投訴	 Normal cases 一般個案	Within 3 months 3個月內
	 Complicated cases 複雜個案	Within 6 months 6個月內
	 Review cases 覆核個案	Within 6 months 6個月內



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



一般個案：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）

Normal cases: minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO



複雜個案：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

Complicated cases: 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

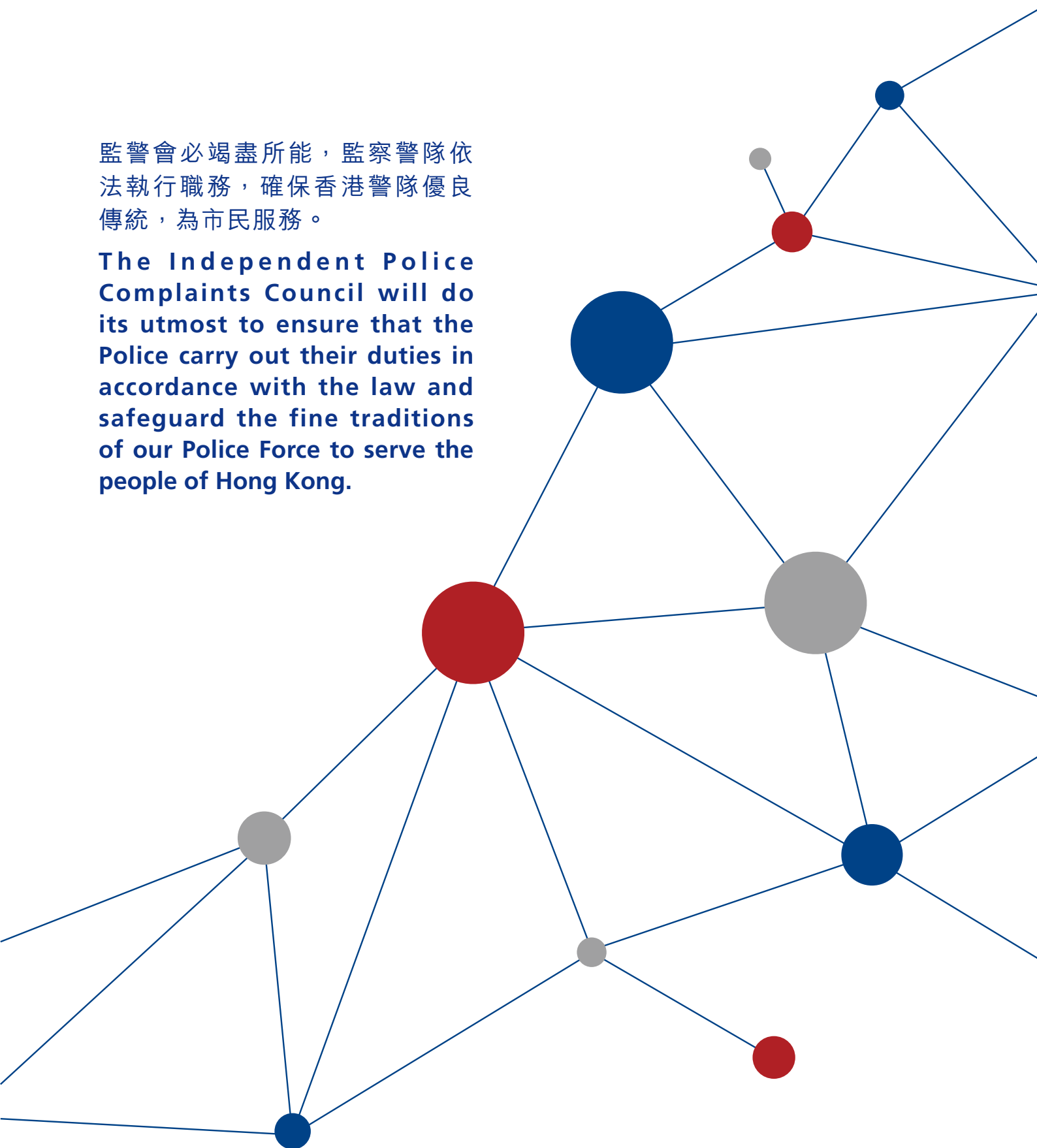


覆核個案：要求覆核須匯報投訴的調查結果分類的個案

Review cases: requests for reviewing the classification of Reportable Complaints

監警會必竭盡所能，監察警隊依法執行職務，確保香港警隊優良傳統，為市民服務。

**The Independent Police Complaints Council will do its utmost to ensure that the Police carry out their duties in accordance with the law and safeguard the fine traditions of our Police Force to serve the people of Hong Kong.**



封面設計以分子結構為主題，一個晶體組合由三個分子組成，分別代表監警會的核心價值「獨立」、「公正」及「誠信」，象徵監警會秉持這三個價值觀去審核每一宗投訴個案。

The cover design carries the theme "molecule". A molecular compound is a composite of three atoms with each of them representing a core value of the IPCC, i.e. "Independence", "Impartiality" and "Integrity". The design signifies that the IPCC upholds these three core values when scrutinising every complaint case.