

# 監警會 通訊

## IPCC NEWSLETTER

監警會發佈2015年公眾意見調查報告

## 市民對監警會及投訴警察 的認知度顯著上升

2015 public opinion survey results

**Substantial increase in  
awareness of the IPCC  
and police complaints**



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**監警會頻道 IPCC Channel**

<http://www.youtube.com/user/ipccchannel>

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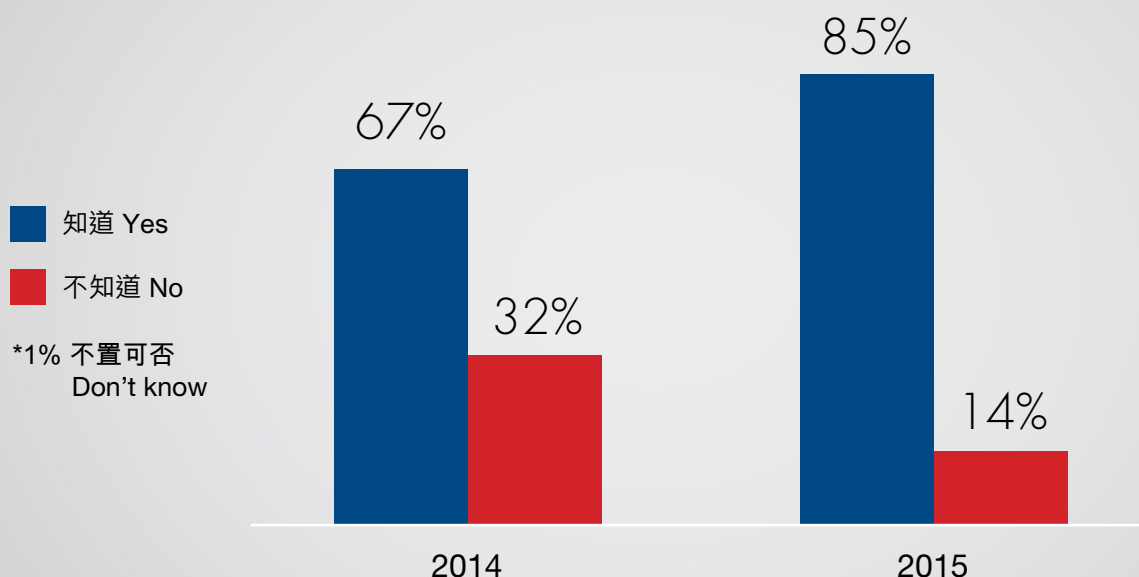
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### 監警會公眾認知度顯著上升

#### Substantial increase in awareness of the IPCC



## 調查顯示市民對監警會的認知度顯著上升

### Survey shows substantial increase in public awareness of the IPCC

公眾意見調查是近年監警會用作評估公眾對監警會的認識的一個重要指標。自監警會在2009年正式成為獨立的法定機構後，監警會便要履行《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及職能的認識。」。調查結果有助會方擬定宣傳方向，以便有效履行《監警會條例》第8條(1)(e)。

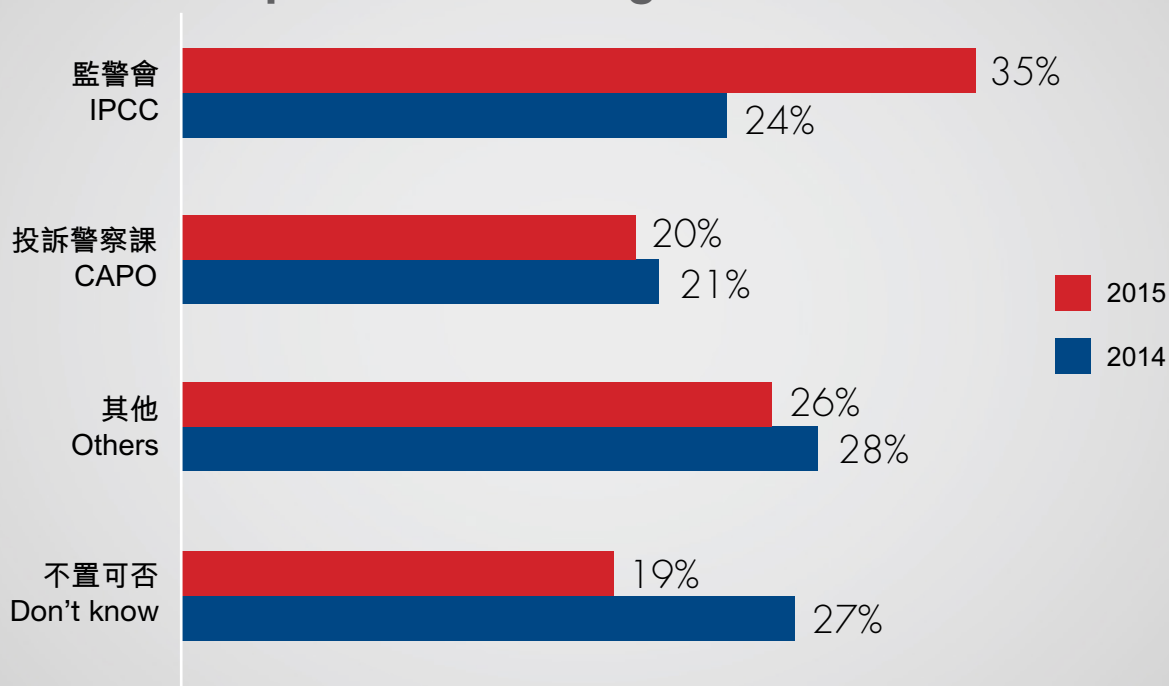
在2009年6月1日《監警會條例》正式生效，投訴警方獨立監察委員會(警監會)改稱為獨立監察警方處理投訴委員會(監警會)，監警會於同日成為法定機構，會方在2009年3月及2010年3月分別進行了兩次民意調查，希望藉此比較公眾分別對警監會及監警會的認知及觀感。調查結果為會方計劃往後幾年的對外傳訊工作提供了重要的資訊。

Public opinion surveys have proved an important tool in assessing the public's perception of the IPCC in recent years. Survey results have helped shape the IPCC's publicity initiatives since it became a statutory body in 2009, enabling the IPCC to effectively discharge its statutory duty, set out in section 8(1)(e) of the IPCC Ordinance (IPCCO), "to promote public awareness of the role of the Council".

When the IPCC became a statutory body on 1 June 2009, the first two public opinion surveys were carried out in March 2009 and March 2010 to measure the shift in public perceptions between the pre-and post-statutory IPCC. The results provided valuable information that helped the IPCC plan its publicity initiatives in the following years.

## 三分之一受訪者認為監警會是投訴警察最有效的渠道

### One-third believe the IPCC is the most effective complaint channel against the Police



監警會在2013及2014年委任了香港大學民意研究計劃進行公眾意見調查，藉此評估對外傳訊工作的成效，以及大眾對監警會及其職能的認知度。調查結果有助會方識別各種有效加強公眾對監警會的認識的渠道。公眾意見調查在2015年繼續進行，部分問題因應去年的佔領事件作出了調整。這次調查於2015年3月3日至3月13日期間，以隨機抽樣電話訪問的形式進行，並成功訪問了1,014位18歲或以上的香港居民。

為了可以更有效追蹤過往數年公眾對監警會的觀感，意見調查中的部分問題沿用2009年及2010年間卷內的問題。此外，亦有些問題會因應該年度的重大事件作出調整，以便量度這些事件對會方的影響。

本年度的公眾意見調查發現，公眾對監警會的認知度有顯著上升，今年整體受訪者中，曾聽過監警會的佔85%，較去年的67%，錄得18%的增幅。表示聽過監警會的受訪者當中，近一半人能夠正確地指出監警會至少一項職能，相較去年上升了9%。

In 2013 and 2014 the IPCC commissioned the University of Hong Kong's Public Opinion Programme (HKUPOP) to conduct additional surveys to assess the effectiveness of its publicity initiatives and to track public awareness of the IPCC and its duties. The results helped the IPCC identify different channels to enhance public understanding of the Council. This survey continued in 2015, and in view of the Occupy Movement last year, some questions were modified to measure the impact of the Occupy Movement on complaints against the Police. The survey was conducted by telephone interviewers on a random sample, from 3 March to 13 March 2015. There were 1,014 successful interviews with Hong Kong residents aged 18 or above.

To better track changes in public perception of the IPCC over the years, some survey questions are derived from the questionnaire used in 2009 and 2010. Some questions are modified yearly to measure the impact of significant events that occurred in the past year.

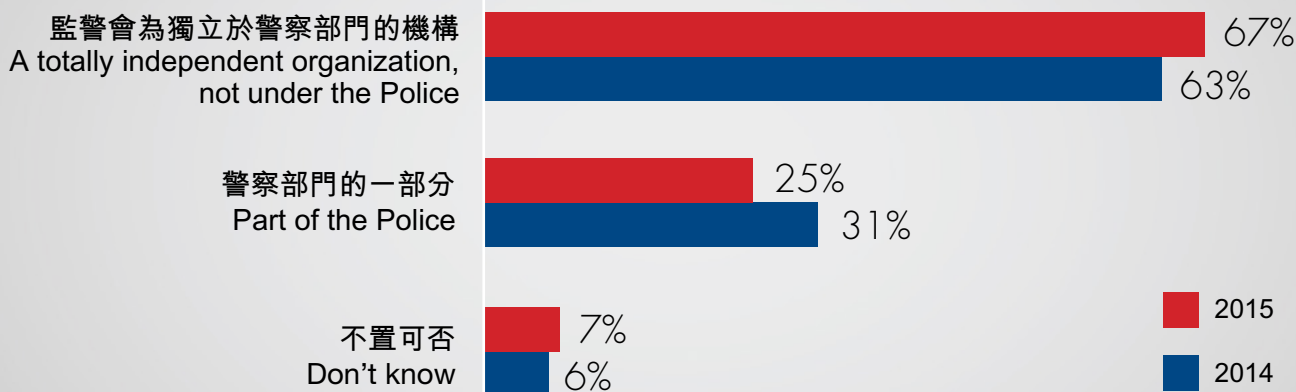
The highlight of this year's public opinion survey results was the significant increase in public awareness of the IPCC, with 85% of respondents indicating that they had heard of the Independent Police Complaints Council or IPCC. This is a substantial increase of 18%, compared with last year's 67%. Among those who had heard of the IPCC, almost half could correctly identify at least one of the IPCC's duties, representing an increase of 9% over last year.

### 三分二受訪者認識監警會的獨立性質

#### Two-thirds are aware of IPCC's independent status

監警會是.....

IPCC is.....



與此同時，95%曾聽過監警會的受訪者表示電視是他們認識監警會的主要途徑。另一項值得注意的是，從互聯網得知監警會的人數錄得明顯升幅，由去年的22%升至本年的33%。

為了回應這個趨勢，監警會不遺餘力地優化各種網上溝通渠道，例如推出新網站及開拓各種社交媒體。此外，由於電視是公眾認識監警會的主要途徑，監警會與香港電台聯合製作全新一輯電視劇集《監警有道》，於2015年5月至6月期間播映。該劇由一連八集半小時的單元劇組成，於黃金時段播出，是會方為了加強公眾對監警會及兩層架構投訴警察制度的了解而推行的宣傳項目，以履行《監警會條例》中第8條(1)(e)的職能。

這次調查的另一要點是有35%的受訪者認為監警會是投訴警察最有效的渠道，較去年的24%有明顯升幅。相反，僅兩成受訪者指出投訴警察課是最有效的投訴渠道。雖然向投訴警察課投訴（而非向監警會投訴）才是正確的方法，但上述結果反映市民對監警會及其監察角色有一定的信心。

調查結果顯示有更多市民了解監警會的獨立性質，當中67%受訪者能夠正確地指出「監警會是獨立於警察部門的機構」，較2014年的63%，同樣錄得增幅。

While 95% of respondents indicated that television was the main medium through which they had heard about the IPCC, it is worth noting that there was also an evident increase in the number of people who had learned about the IPCC via the Internet; 33% of respondents indicated this channel, compared with 22% last year.

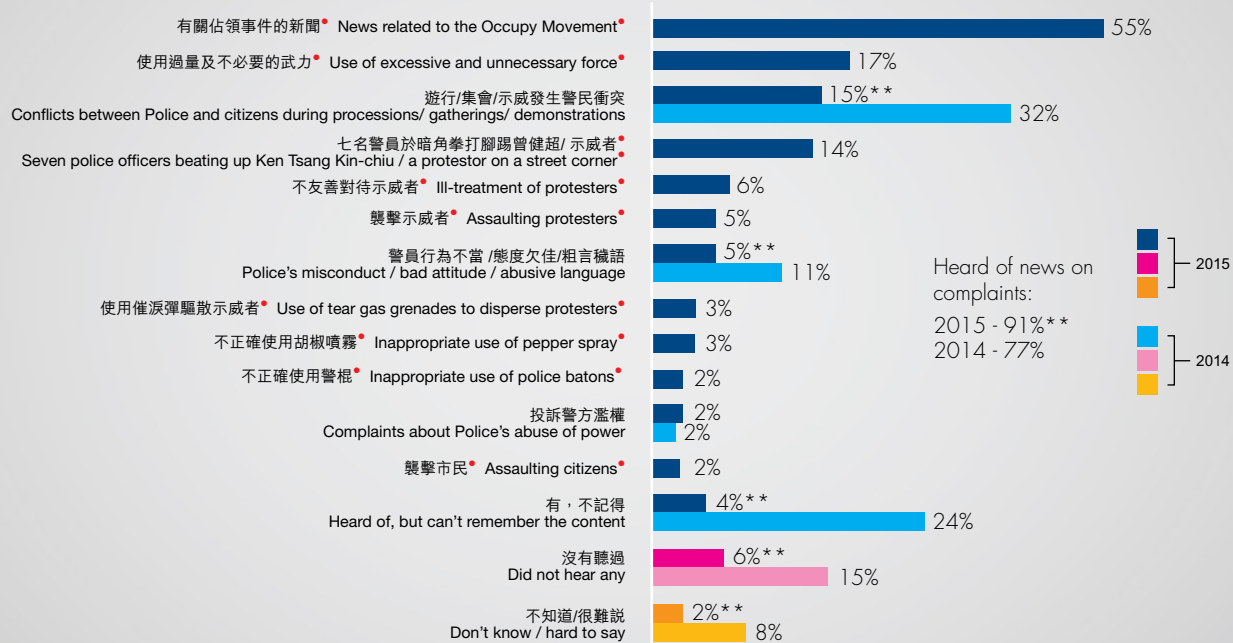
In response to this trend, the IPCC has dedicated extensive effort to improving its online communication channels, such as revamping the IPCC website and exploring social media initiatives. In continuing to leverage television as the main communication channel with the public, a new TV drama series, *IPCC Files*, was produced in collaboration with RTHK and aired from May through June 2015. The TV series, comprised of eight half-hour episodes and was broadcast during prime time, is a key communication initiative to enhance public understanding of how the IPCC and the two-tier police complaints system operates, which is the ultimate goal in carrying out the IPCC's function in section 8(1)(e) of the IPCCO.

Another highlight of this year's survey results is that 35% of respondents said they considered the IPCC the most effective channel to lodge a complaint against the Police, a significant increase from last year's 24%. Only 20% indicated that the Complaints Against Police Office (CAPO) is the most effective channel. Although the correct channel for lodging complaints is CAPO, rather than the IPCC, these results suggest that the public tends to trust the IPCC and its monitoring role.

The survey results also showed that more people are aware of the IPCC's independent status, with 67% of respondents correctly answering that "the IPCC is a totally independent organisation, not under the Police", an increase from 63% in 2014.

### 超過九成受訪者聽聞過有關投訴警務人員的新聞

## Over 90% of respondents have heard of news on complaints lodged against the Hong Kong Police Force



本年度的公眾意見調查亦反映公眾對投訴警察的認知顯著上升，91%受訪者表示於去年曾聽聞有關投訴警務人員的新聞，較去年的77%為多。超過一半受訪者表示他們聽聞有關投訴警務人員的新聞是和佔領事件有關。

最後，對監警會的期望方面，多於三分一的受訪者希望會方以公平、公正、具高透明度的方式處理投訴個案。會方會繼續積極履行其法定職能，維持獨立、公正及誠信的核心價值觀。

監警會公眾認知度顯著上升令人鼓舞，顯示會方履行《監警會條例》第8條(1)(e)的成果。然而，機構仍有不少進步的空間，會方將繼續透過各方面工作改善機構整體形象，以及增加公眾對監警會職能的認識。

This year's survey also revealed a substantial increase in public awareness of police complaints, with 91% of respondents stating that they had heard news of complaints lodged against the Hong Kong Police Force in the past year, compared with 77% from last year. Over half of the respondents indicated that the news they heard about police complaints was related to the Occupy Movement.

Lastly, in terms of public expectations of the IPCC, over one-third of respondents said they hoped the IPCC would handle cases in a fair, impartial and transparent manner. To this end, the IPCC will endeavour to assure the public that the Council will continue to diligently discharge its statutory duties and uphold its core values of independence, impartiality and integrity.

Overall, the significant increase in public awareness of the IPCC is encouraging news with regard to the IPCC's statutory duty in section 8(1)(e). Nevertheless, there is always room for improvement, and more work needs to be done to improve the IPCC's overall image and to better explain the IPCC's duties to the general public.



### 《監警有道》於各項宣傳活動中正式啟播 全八集現可在網上重溫

### IPCC Files kicks off with publicity campaigns Full series now available online



1. 郭琳廣主席、宣傳及意見調查委員會主席鄭承隆先生、香港電台助理廣播處長陳敏娟女士與一眾演員主禮啟播儀式。

Mr Larry Kwok Lam-kwong (Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee), Ms Chan Man-kuen (Assistant Director of Broadcasting, RTHK) and actors officiated the launch ceremony.

為履行《監警會條例》第8條(1)(e)的職能，監警會成為法定機構後，積極加強對外傳訊工作，從而增加公眾對監警會和投訴警察制度的認識。因此，會方繼2012年後再度與香港電台合作，聯合製作每集30分鐘的電視劇集《監警有道》，故事內容由真實投訴個案改編。

經過長達一年的籌備及拍攝，一連八集的《監警有道》終於在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。為了讓更多市民認識新一輯《監警有道》，會方在劇集播映期間展開了一系列宣傳活動，包括在全港各個港鐵站內擺放燈箱廣告以及在全港九龍塘港鐵站的當眼處

Since becoming a statutory body, the IPCC has proactively discharged its duty, as set out in section 8(1)(e) of the IPCC Ordinance (IPCCO), to promote public awareness of the Council and understanding of the police complaints system. To this end, following collaboration in 2012, the IPCC once again joined efforts with RTHK in the production of a brand new TV series, *IPCC Files*, with 30-minute episodes adapted from actual complaint cases.

After a year of preparation and filming, the eight-episode series *IPCC Files* was aired from 5 May till 23 June 2015 on RTHK TV 31 and TVB Jade. To promote the new series of *IPCC Files*, an advertising campaign was launched during the broadcasting period, which included MTR 4-sheet panels and a power banner at Kowloon Tong station with the embedded 103" HDTV playing a one-minute trailer. Highlights of the series were also shown on plasma TV rings





2. 監警會委員、一眾演員及出席嘉賓在台上大合照。  
Group photo of IPCC Members, actors and attending guests.



3. 宣傳及意見調查委員會主席鄭承隆先生與一眾演員交流，分享他們拍攝劇集時的體會。  
Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee) chatted with the actors about their experiences while shooting the series.



4. 九龍塘港鐵站內的巨型橫額及宣傳片吸引了不少行人駐足觀看。  
The power banner and embedded trailer at Kowloon Tong station, attracting much public attention.



5. 尖東及旺角等約九十個港鐵站均擺放了《監警有道》的燈箱廣告。  
4-sheet panel ads were placed in 90 MTR stations, including Tsim Sha Tsui East and Mong Kok stations.

設置巨型橫額，更於附設的103吋高清電視播放長達1分鐘的劇集預告片。除了平面廣告，會方亦安排在沙田、上水及旺角東三個港鐵站內的等離子電視圈播放劇集的精華片段，讓市民先睹為快。此外，新巴及城巴車廂內的電視亦有播放《監警有道》的製作特輯，披露一眾演員飾演監警會委員及審核主任的體會和拍攝花絮。監警會同時在不同的網上平台設置橫額廣告，例如YouTube、新聞網站以及各大網上討論區等，預計曝光率可達700萬次。劇集於YouTube監警會頻道上宣傳，而劇中演員的Facebook專頁亦可找到有關劇集的消息，都市日報則刊登《監警有道》首四集的專題文章，讓讀者率先了解劇集詳情。劇集宣傳海報分別張貼於全港各區警署報案室、中學、圖書館、公共屋邨及民政事務署。

在5月4日，即新一輯《監警有道》播映的前一天，香港電台舉行了《監警有道》啟播禮，一眾監警會委員均應邀出席。出席者包括郭琳廣主席、副主席張華峰議員、宣傳及意見調查委員會主席鄭承隆先生、陳培光醫生、劉玉娟女士、梁繼昌議員、杜國鏗先生、陳建強醫生、何世傑博士、劉文文女士、蘇麗珍女士、何錦榮先生及關治平工程師。一眾觀察員及投訴警察課代表亦到場支持，場面熱鬧。助理廣播處長陳敏娟女士代表香港電台致辭，並與郭琳廣主席及鄭承隆先生主禮啟播儀式，為劇集掀開序幕。郭琳廣主席

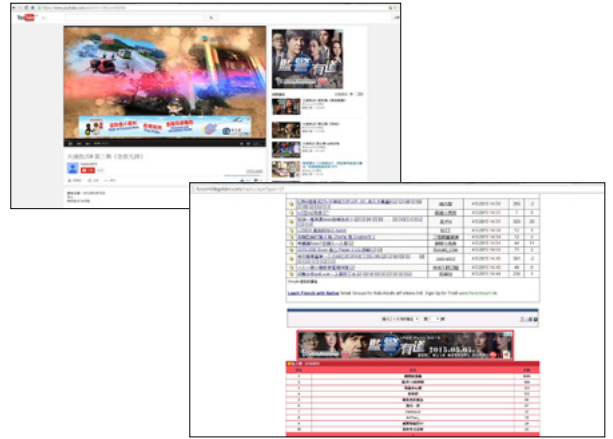
at Sha Tin, Sheung Shui and Mong Kok East stations. Moreover, *The Making of IPCC Files* clip was shown on in-bus TVs aboard New Bus and Citybus, in which actors shared their thoughts on playing the roles of Council Members and vetting officers. The IPCC also placed online banner ads on various online platforms such as YouTube, news web sites and popular discussion forums, with an estimated number of impressions of around 7 million. The series was promoted on the IPCC YouTube channel, by celebrities on their Facebook fan pages and on Metro Daily, which published feature articles on the first four episodes. Promotional posters were displayed at police report rooms, secondary schools, public libraries, public estates and Home Affairs Department Community Centres.

On 4 May, the day before *IPCC Files* officially aired, RTHK organised a launch ceremony for *IPCC Files*. Attending Members included Mr Larry Kwok Lam-kwong (Chairman), Hon Chris Cheung Wah-fung (Vice-Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee), Dr Chan Pui-kwong, Ms Noeline Lau Yuk-kuen, Hon Kenneth Leung Kai-cheong, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho, Miss Lisa Lau Man-man, Ms Ann So Lai-chun, Mr Richard Ho Kam-wing and Ir Edgar Kwan Chi-ping. IPCC Observers and CAPO representatives also attended the ceremony to show their support. Ms Chan Man-kuen (Assistant Director of Broadcasting, RTHK) hosted the officiating ceremony with Mr Larry Kwok Lam-kwong and Mr Edwin Cheng Shing-lung. Mr Larry Kwok Lam-kwong delivered a speech on how the drama illustrates the statutory functions of the IPCC. He also thanked RTHK for their dedication and professionalism and CAPO for their technical guidance





6. 沙田港鐵站內的等離子電視圈播放劇集精華片段，讓市民先睹為快。  
The public can preview the upcoming episodes from the highlights clip shown at certain plasma TV rings, such as the one at Sha Tin station.



7. YouTube、香港高登討論區及香港討論區上均可找到《監警有道》的橫額廣告。  
The IPCC Files banner ads on YouTube, HKgolden.com forum and discuss.com.hk forum.

致辭時簡述劇集如何彰顯監警會的法定職能，並感謝香港電台的努力以及投訴警察課的協助。鄭承隆先生亦在台上與一眾演員交流，解釋監警會的工作，並分享他們拍攝劇集時的體會。

雖然一連八集的《監警有道》經已全部播映完畢，錯過了直播的觀眾仍然可以透過以下渠道重溫節目：

互聯網上重溫	1. 香港電台網站
	2. 香港電台YouTube頻道
透過手機程式重溫	3. 透過YouTube監警會頻道連接
	4. 下載香港電台手機程式「RTHK screen」

throughout the production of the series. Mr Edwin Cheng Shing-lung explained the work of the IPCC and chatted with the artists about their thoughts and experiences during the filming process.

Although the IPCC Files series has already finished airing, viewers can still re-watch the whole series via these platforms:

View on the Internet	1 RTHK website
	2. RTHK YouTube channel
View through smart phone app	3. Through IPCC YouTube Channel
	4. Download RTHK app – “RTHK screen”

### 劇情概要 Episode summaries

一連八集的《監警有道》經已播映完畢，以下分享幾張劇照讓大家重溫一下精彩內容。

The eight-episode *IPCC Files* has already been transmitted. The photos below recap some of the highlights of the series.



#### 誰辨忠奸 Who's to judge?

一名有犯案前科的男子被兩名中學生搶走手機及銀包，糾纏間更被打至昏迷。然而，負責調查的女警在考慮過雙方證供及證人供詞後，仍選擇相信學生的證供而拘捕該男子。含冤莫白，男子遂投訴拘捕他的女警。

Two secondary school students stole a mobile phone and a wallet from a man with a criminal record. During the process, the man was knocked unconscious. After considering the statements given by the two parties, the policewoman in charge chose to believe the students and charged the man. Finding himself wrongfully accused, the man filed a complaint against the policewoman.



#### 遊行示威 A procession

一次遊行期間，遊行參與者跟警方就封閉入口一事發生爭執，現場亦有示威者投訴警員無理沒收示威物品。同時，在另一個示威地點亦有記者投訴警員阻礙採訪。

During a procession, some protestors had an argument with a policeman about an entrance closure, while others complained that the Police had unreasonably confiscated their props. At another protest location, some reporters complained that the Police were obstructing their news coverage.



#### 以暴逆道 Unjust violence

四名警員在巡邏時截停一名神智不清的男子問話，男子繼而持武器跟眾警對峙，最終被制伏。事後，該名男子投訴肇事警員。

Four police officers on patrol intercepted a delirious man for questioning. The man confronted the officers with a weapon but was eventually subdued. Later, the man filed a complaint against the police officers involved.



#### 小風波 Minor dispute

一名男子企圖跳樓，警察成功勸說該名男子打消自殺念頭。事後，警察收到通知指該名男子投訴他在遊說期間用語粗俗。

A policeman successfully dissuaded a man from jumping off a building. Subsequently, the man filed a complaint claiming the policeman used foul language during the persuasion.



## 監警會在2015年3月至2015年6月的網上動態 IPCC's online activities from March to June 2015



新網站設計簡潔清晰，便利公眾尋找所需資料。

The new website has a simplified design and streamlined structure to allow visitors to easily locate the information they need.

監警會一直積極履行《監警會條例》第8條(1)(e)賦予的法定職能，增進市民對監警會工作的認識，並不遺餘力地開拓數碼傳播，透過新媒體加強公眾認知度。《監警會通訊》今期起，加入新章節《監警在線》介紹會方在網上工作的新動態。

### 監警會網站新面貌

監警會於4月27日正式推出新網站，網址為www.ipcc.gov.hk。

The IPCC has been diligently discharging its functions under section 8(1)(e) of the Independent Police Complaints Council Ordinance (IPCCO) to promote public awareness of its role. One publicity initiative is the development of digital communications, which aims to enhance public awareness of the IPCC through new media. A new column, *IPCC online*, will be incorporated into the *IPCC Newsletter* to highlight the Council's online activities starting from this issue.

### New look of the IPCC Website

The IPCC officially launched its new website at www.ipcc.gov.hk on April 27.

# 監警在線 IPCC online



新一期《監警會通訊》會在主頁上展示，方便瀏覽者緊貼監警會最新動態，並可按需要下載個別的章節。

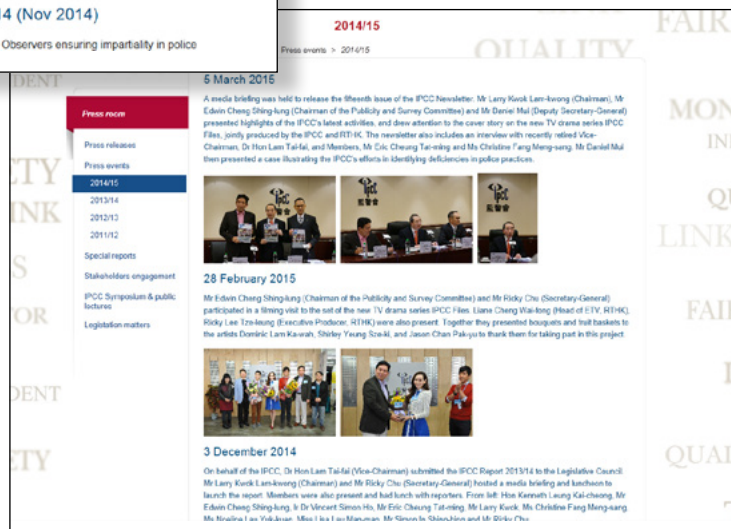
監警會年報的網上版亦採用同樣格式，可按內容章節分別下載。

*The latest issue of the IPCC Newsletter is featured on the home page, enabling visitors to keep up to date with the IPCC's activities. It can now be downloaded by section, so that readers can directly access the content they are interested in.*

*The same new format applies to the IPCC Reports as well.*

網站亦加添了新內容，包括監警會與各類持份者聯繫和傳媒活動的相片及簡介。

*New content includes photos and descriptions of the IPCC's engagement with various stakeholders, and press events.*



新網站的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播放器短片，展示監警會的社交媒體工作。

網站主頁設有五張自動轉換的滑動橫額，瀏覽者可以看到監警會最新活動資訊，包括新一輯電視劇《監警有道》。瀏覽者在點擊橫額後，便會連結到相關的資訊。主頁上四個主要訊息圖標讓瀏覽者方便快捷地連結到監警會的重要資料，例如投訴警察制度的兩層架構、監警會年報及常見問題等。

最新一期的季刊《監警會通訊》亦會在主頁上展示，讓瀏覽者更容易掌握監警會的最新動態。有別於過去必須下載整份《監警會通訊》的安排才能閱讀通訊內容，瀏覽者現在可以在新網站按需要下載《監警會通訊》的個別章節。監警會年報的網上版亦採用同樣方式，可按內容章節分別下載。

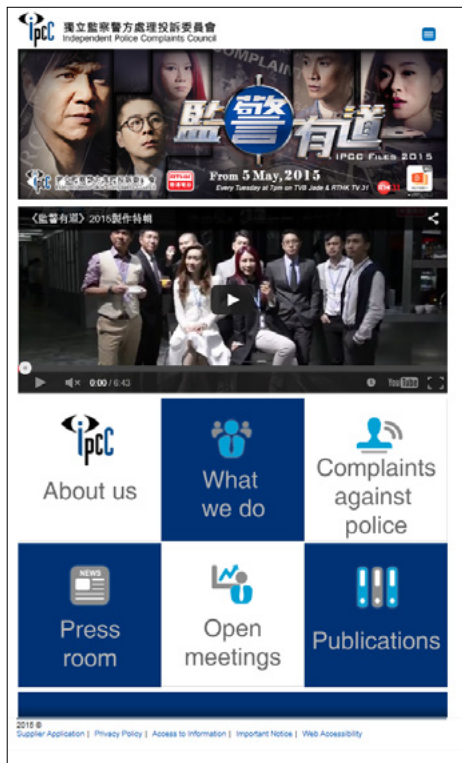
The website is designed to attract visitors to browse its different sections, with easier navigation through better categorisation of materials, and to showcase the IPCC's social media capacity through the embedded YouTube player.

Visitors can view snapshots of the IPCC's latest activities, such as episodes from the TV drama series *IPCC Files*, through five major banners that rotate automatically on the home page. Clicking the banner leads the visitor to more detailed information. Four main icons offer quick and easy access to essential information about the IPCC, such as the two-tier police complaints system, the IPCC annual reports, frequently asked questions etc.

The latest issue of the IPCC's quarterly newsletter is also featured on the home page, enabling visitors to keep up to date with the IPCC's activities. The newsletter can now be downloaded by section instead of having to download the whole publication so that readers can directly access the content they are interested in. The same new format applies to the IPCC Reports as well.

# 監警在線

## IPCC online



YouTube監警會頻道新增多條電視劇《監警有道》宣傳片段、製作特輯及每集預告片。  
New videos which include a promotional clip for the IPCC Files, its "Making of" clip, and episode trailers have been uploaded on the IPCC YouTube Channel



網站並設有流動版本，公眾可以用智能手機及其他流動裝置瀏覽監警會網頁。

A mobile version has also been developed to enable the public to access information about the IPCC on smartphones and other mobile devices.

其他網站新功能尚包括監警會與警務處投訴警察課公開會議日期標示。點擊日期標示後，網頁便會連結到會議議程及預留公眾旁聽席的資料。主頁底部的下拉式網站指南，讓網站內容一目了然，有助瀏覽者找到所需資訊。

網站亦加添了新內容，包括監警會與各類持份者聯繫和傳媒活動的相片及簡介，以及現任監警會觀察員的名單。

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）2.0 AA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。

### YouTube 監警會頻道

《監警會頻道》是監警會在YouTube的官方頻道，近日亦新增多條電視劇《監警有道》宣傳片段、製作特輯及每集預告片，以影片來介紹監警會的職能及角色，務求進一步增加大眾對監警會的工作和投訴警察制度的認識。

Other new features include notifications on the home page of upcoming Open Meetings between the IPCC and CAPO. Clicking on the notification directs visitors to the meeting agenda and information on how to make reservations to observe the Open Meetings. At the bottom of the home page, the drop-down site map offers a clear overview of the various sections and sub-sections so that visitors can easily locate their target information.

New content has also been added to the website, such as photos and descriptions of the IPCC's engagement with various stakeholders, press events, and a full list of all the currently appointed IPCC Observers.

The new IPCC 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 the new website 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.

### IPCC YouTube Channel

New videos have been uploaded on the IPCC Channel, the official channel of the IPCC on YouTube. These include a promotional clip for the IPCC Files, its "Making of" clip, and episode trailers. Through this online channel, the IPCC aims to further enhance public understanding of the IPCC's work and the complaints against police system with the use of videos.



### 監警會在2015年3月至2015年6月的活動

### IPCC's recent activities from March to June 2015

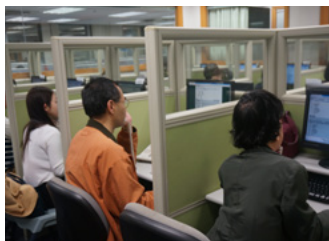
# 3-13

## 3月 MAR

#### 香港大學民意研究計劃進行意見調查

#### Public opinion survey by the University of Hong Kong Public Opinion Programme

監警會今年再次委託香港大學民意研究計劃進行公眾意見調查，以了解公眾對監警會及其職能的認識。調查以隨機抽樣電話訪問形式進行，並成功訪問了1,014位18歲或以上的香港居民。



This year, the IPCC once again commissioned the University of Hong Kong Public Opinion Programme to conduct a public opinion survey to assess the general public's awareness of the IPCC and its duties. The survey was conducted by telephone interview on a random sample. There were 1,014 successful interviews with Hong Kong residents aged 18 or above.

# 5

## 3月 MAR

#### 第十五期《監警會通訊》傳媒發佈會

#### Release of the IPCC Newsletter issue no.15

監警會推出第十五期《監警會通訊》，並舉行新聞發佈會介紹通訊內容。發佈會當日，郭琳廣主席及宣傳及意見調查委員會主席鄭承隆先生在梅達明副秘書長陪同下，向傳媒講解監警會的最新活動及通訊精華。該期通訊重點介紹監警會與香港電台聯合製作的全新一輯電視劇集《監警有道》，並包括了剛卸任的監警會副主席林大輝議員、委員張達明先生與方敏生女士的訪問。此外，梅達明副秘書長亦詳細講述一宗彰顯監警會在警務常規中找出不足之處的投訴個案。



A media briefing was held to release the fifteenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee) and Mr Daniel Mui (Deputy Secretary-General) presented highlights of the IPCC's latest activities, and drew attention to the cover story on the new TV drama series *IPCC Files*, jointly produced by the IPCC and RTHK. The newsletter also included an interview with recently retired Vice-Chairman Dr Hon Lam Tai-fai, and Members Mr Eric Cheung Tat-ming and Ms Christine Fang Meng-sang. Mr Daniel Mui then presented a case illustrating the IPCC's efforts in identifying deficiencies in police practices.

# 最新動態

## Recent activities

17  
3月 MAR



### 監警會和投訴警察課聯席會議

#### Joint IPCC and CAPO Open Meeting

是次公開會議上，警方向監警會交代佔中系列事件的投訴統計數據、調查方法、投訴警察課就警方處理佔中系列事件衍生的投訴調查工作及「表達不滿機制」的簡報，雙方並討論有關議題。

At an Open Meeting between the IPCC and CAPO, the Police updated the IPCC on complaint statistics, on their approach in investigating complaints, and on the monitoring of CAPO's complaint investigations in connection with police actions during the Occupy Central series of incidents. The Police also gave a presentation on the "Expression of Dissatisfaction Mechanism". The two parties proceeded to discuss issues related to these matters.

17  
4月 APR

### 與民間人權陣線會面

#### Meeting with the Civil Human Rights Front



郭琳廣主席、葉成慶先生、梁繼昌議員、杜國鑾先生、劉文文女士、蘇麗珍女士、陳章明教授、許宗盛先生及關治平工程師與民間人權陣線代表會面，聽取民陣對佔中事件期間警察濫權問題、警方購置水炮車及收緊非法集結的指引等事宜的意見。民間人權陣線代表亦向委員提出多項建議，包括建議監警會向警方索取使用水炮車的指引，以及公開指引讓公眾知悉。監警會將會作出內部討論，並將相關意見交予警方參考。

Mr Larry Kwok Lam-kwong (Chairman), Mr Simon Ip Shing-hing, Hon Kenneth Leung Kai-cheong, Mr Clement Tao Kwok-lau, Miss Lisa Lau Man-man, Ms Ann So Lai-chun, Prof Alfred Chan Cheung-ming, Mr Herman Hui Chung-shing and Ir Edgar Kwan Chi-ping met with representatives from the Civil Human Rights Front (CHRF). During the meeting, CHRF representatives raised issues concerning alleged police abuse of power during the Occupy Movement, their acquisition of water cannons and the tightening of guidelines regarding the handling of unlawful assemblies. The CHRF also recommended that the IPCC request the police to issue and publicise guidelines on the use of water cannons. The IPCC will discuss these matters internally and raise these issues with the Police.

22  
4月 APR

### 出席2014/15年度警隊優質服務獎勵計劃、建議書計劃暨增進表現計劃頒獎典禮

#### Award presentation ceremony 2014/15 for the Service Quality Award Scheme, Police Staff Suggestions Scheme and Police Staff Motivation Scheme

郭琳廣主席、馬恩國先生及蘇麗珍女士，獲邀出席警隊優質服務獎勵計劃、建議書計劃暨增進表現計劃頒獎典禮，支持警隊繼續改善服務質素。

Mr Larry Kwok Lam-kwong (Chairman), Mr Lawrence Ma Yan-kwok and Ms Ann So Lai-chun were invited to attend the award presentation ceremony 2014/15 for the Service Quality Award Scheme, Police Staff Suggestions Scheme and Police Staff Motivation Scheme to support the Police Force's campaign to continue to improve their quality of service.





# 29

4月 APR

### 出席九龍西總區預防投訴警察委員會會議

### Attended the Kowloon West Regional Complaints Prevention Committee meeting

何世傑博士應邀出席九龍西總區預防投訴警察委員會會議，總區代表向委員介紹近期警方預防投訴工作，並指出該區於2014年全年接獲651宗投訴，比2013年減少9%；該區於2015年第一季度接獲167宗投訴，較去年同期減少14.4%。

Ir Dr Vincent Simon Ho was invited to the Kowloon West Regional Complaints Prevention Committee meeting. Representatives of the committee reported on measures taken by the Police to reduce complaints and stated that the district had 651 complaint cases in 2014, a decrease of 9% compared with 2013. During the first quarter of 2015, the district had 167 complaint cases, a decrease of 14.4% compared with the same period in 2014.



# 2

5月 MAY

### 擔任大專辯論賽評判

### Acted on the adjudicating panel for the inter-collegiate debate 2015 final

郭琳廣主席應邀擔任大專辯論賽2015決賽評判，嶺南大學及香港理工大學的隊伍就辯論議題「香港本土意識提升有利社會發展」一決高下。



Mr Larry Kwok Lam-kwong (Chairman) was invited to participate in the adjudicating panel for the inter-collegiate debate 2015 final. Representatives from Lingnan University and Hong Kong Polytechnic University debated the topic: "The rise of Hong Kong localism is advantageous to society's development".



# 4

5月 MAY

### 《監警有道》啟播禮

郭琳廣主席、副主席張華峰議員、宣傳及意見調查委員會主席鄭承隆先生、陳培光醫生、劉玉娟女士、梁繼昌議員、杜國鑊先生、陳建強醫生、何世傑博士、劉文文女士、蘇麗珍女士、何錦榮先生、關治平工程師、一眾觀察員及投訴警察課代表，出席監警會與香港電台聯合製作新一輯電視劇《監警有道》的啟播禮。香港電台助理廣播處長陳敏娟女士亦有出席，並與郭琳廣主席及鄭承隆先生主持啟播儀式。郭琳廣主席致辭時簡述劇集如何彰顯監警會的法定職能，並感謝香港電台的努力以及投訴警察課的協助。鄭承隆先生亦在台上與一眾演員交流，解釋監警會的工作，並分享他們拍攝劇集時的體會。

### IPCC Files launch ceremony

Mr Larry Kwok Lam-kwong (Chairman), Hon Chris Cheung Wah-fung (Vice-Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee), Dr Chan Pui-kwong, Ms Noeline Lau Yuk-kuen, Hon Kenneth Leung Kai-cheong, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho, Miss Lisa Lau Man-man, Ms Ann So Lai-chun, Mr Richard Ho Kam-wing and Ir Edgar Kwan Chi-ping participated in a launch ceremony to mark the official release of the new TV drama series *IPCC Files*, jointly produced by the IPCC and RTHK. Ms Chan Man-kuen (Assistant Director of Broadcasting, RTHK) was also present, and hosted the officiating ceremony with Mr Larry Kwok Lam-kwong and Mr Edwin Cheng Shing-lung. Mr Larry Kwok Lam-kwong explained in his speech how the drama illustrates the statutory functions of the IPCC. He also thanked RTHK for their dedication and professionalism and CAPO for their technical guidance throughout the production of the series. Mr Edwin Cheng Shing-lung also chatted with the artists about IPCC's works and their experiences during the filming process.





# 最新動態

## Recent activities

**11-13**  
5月 MAY

**出席加拿大公民監察執法協會會議**  
**Attended the Canadian Association**  
**for Civilian Oversight of Law**  
**Enforcement Conference**



高級審核主任劉雅潔女士及審核主任梅麗琮女士，應邀出席由加拿大公民監察執法協會（Canadian Association for Civilian Oversight of Law Enforcement）於渥太華舉辦的會議，就會議主題「公民監察：社群與警察間的連繫」與外地專家交流意見。

Ms Regina Lau (Senior Vetting Officer), and Ms Julius Mui (Vetting Officer) were invited by the Canadian Association for Civilian Oversight of Law Enforcement in Ottawa, Ontario to attend a conference. They exchanged views with overseas experts under the theme of the conference, "Civilian Oversight: The Link Between Community and Police".

**15**  
5月 MAY

**參與警隊服務質素監察部運動會**  
**Police Service Quality Wing**  
**Sports Day**



黃德蘭女士、杜國鑾先生、何世傑博士及劉文文女士與監警會秘書處職員一同參與警隊服務質素監察部運動會。

Ms Mary Wong Tak-lan, Mr Clement Tao Kwok-lau, Ir Dr Vincent Simon Ho, Miss Lisa Lau Man-man and IPCC Secretariat staff took part in the Sports Day of the Police Service Quality Wing.





23-24  
5月 MAY

### 到深圳出席法定機構研討會

### Seminar on corporate governance in Shenzhen



副主席謝偉銓議員、朱敏健秘書長及蘇幹明助理秘書長應平等機會委員會邀請，到深圳參與法定機構研討會，並就「國家治理現代化」作出討論。

Hon Tony Tse Wai-chuen (Vice-Chairman), Mr Ricky Chu (Secretary-General) and Mr Henry So (Assistant Secretary-General) were invited by the Equal Opportunities Commission to attend a seminar on corporate governance in Shenzhen, and discussed developments related to China's modernisation.

26  
5月 MAY

### 探訪中區警區

### Visit to Central Police District



馬恩國先生、葉成慶先生、梁繼昌議員、葉振都先生、杜國鑾先生及何世傑博士探訪了中區警區。透過是次探訪，委員加深了對警察談判組的組成及角色的認識，並聆聽不同崗位的前線警員處理佔領事件的經歷和感受。

Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Hon Kenneth Leung Kai-cheong, Mr Adrian Yip Chun-to, Mr Clement Tao Kwok-lau, and Ir Dr Vincent Simon Ho visited Central Police District to gain an understanding of the organisation and role of the Police Negotiation Cadre, and to listen to the experiences of frontline officers who had been heavily involved in the Occupy Movement in Central.

18  
6月 JUN



### 監警會傳媒工作坊 IPCC media workshop

監警會舉行傳媒工作坊，由監警會副秘書長梅達明先生向傳媒朋友介紹監警會的工作程序、投訴調查監察過程、投訴調查結果分類、以及監警會工作的相關知識等，協助傳媒朋友掌握監警會和投訴警察相關的訊息，以便準確地報道這些新聞故事。是次工作坊受傳媒工作者歡迎。

The IPCC organised a media workshop to explain the IPCC's workflow, complaint investigation monitoring process, complaint results classification, and other aspects of the IPCC's work to assist reporters in accurately covering news about the IPCC and stories related to police complaints. The media workshop was hosted by Mr Daniel Mui (Deputy Secretary-General) and was well attended by reporters.

# 25

6月 JUN

### 監警會和投訴警察課 聯席會議

### Joint IPCC and CAPO Open Meeting



是次公開會議上，警方向監警會簡介傳媒聯絡隊在大型公眾活動的角色，以及報告警方處理佔中系列事件衍生的投訴調查工作進度，雙方並討論有關議題。

At an Open Meeting between the IPCC and CAPO, the Police introduced the role of Media Liaison Team (MLT) in public order events, and reported on the progress of CAPO's complaint investigation work in connection with Police actions in the Occupy Central series of incidents. The two parties proceeded to discuss matters related to these incidents.

# 26

6月 JUN

### 出席警方七一遊行安排簡報會

### Attended the Police briefing on 1 July procession

郭琳廣主席、葉成慶先生、梁繼昌議員、黃幸怡女士、葉振都先生、鄭承隆先生、陳建強醫生、許宗盛先生及關治平工程師出席警方七一遊行安排的簡報會。簡報會旨在讓監警會委員了解警方在公眾安全的前提下，處理大型公眾活動的程序，雙方並就警方的安排交換意見。

Mr Larry Kwok Lam-kwong (Chairman), Mr Simon Ip Shing-hing, Hon Kenneth Leung Kai-cheong, Ms Sandy Wong Hang-ye, Mr Adrian Yip Chun-to, Mr Edwin Cheng Shing-lung, Dr Eugene Chan Kin-keung, Mr Herman Hui Chung-shing, and Mr Edgar Kwan Chi-ping attended the 1 July procession briefing held by the Police. During the briefing, Members gained a better understanding of how the Police handle public order events under the mandate of ensuring public safety, and exchanged views on Police arrangements for the procession.



### 主席傳媒訪問

### Media interview with the Chairman



郭琳廣主席於報告期間接受蘋果日報及亞視新聞訪問，討論監警會就警方與市民在佔領運動期間的衝突及所衍生的投訴等議題的看法。

此外，郭琳廣主席亦接受多家傳媒訪問，就警方購置水炮車及擴大監警會職能的建議表達監警會的意見及立場。

During the reporting period, Mr Larry Kwok Lam-kwong (Chairman) was interviewed by Apple Daily and ATV News to discuss the perspective of the IPCC on the conflicts between police and the public during the Occupy Movement, and the complaints arising therein.

Additionally, Mr Larry Kwok was interviewed by various media agencies regarding the IPCC's views on the acquisition of water cannon vehicles by the police, and suggestions related to expanding the IPCC's statutory powers.



# 監警會觀察員 IPCC Observers

## 新任命的監警會觀察員 Names of newly appointed IPCC Observers:

- |                        |                                  |                         |  |
|------------------------|----------------------------------|-------------------------|--|
| 1. 陳銘華先生               | Mr CHAN Ming-wah                 | 12. 李偉昌先生               | Mr Patrick LEE Wai-cheong              |
| 2. 張國慧先生               | Mr CHEUNG Kwok-wai               | 13. 梁文廣先生               | Mr LEUNG Man-kwong                     |
| 3. 張漪薇女士               | Ms Mimi CHEUNG Yee-may           | 14. 梁淑莊女士               | Miss LEUNG Suk-chong                   |
| 4. 朱志明先生               | Mr Samson CHU Chi-ming           | 15. 廖錦興先生               | Mr LIU Kam-hing                        |
| 5. 葉天祐先生, MH           | Mr IP Tin-yau, MH                | 16. 麥偉光先生               | Mr Vincent MAK Wai-kwong               |
| 6. 林子麒先生               | Mr LAM Chi-ki                    | 17. 石禮謙議員, GBS, SBS, JP | Hon Abraham SHEK Lai-him, GBS, SBS, JP |
| 7. 林大輝議員, SBS, BBS, JP | Dr Hon LAM Tai-fai, SBS, BBS, JP | 18. 曾文興先生               | Mr TSANG Man-hing                      |
| 8. 劉嘉華先生               | Mr LAU Kar-wah                   | 19. 雲維熹先生               | Mr Wesley WAN Wai-hei                  |
| 9. 羅綺琦小姐               | Ms LAW Yee-ki                    | 20. 黃頌良先生               | Mr WONG Chung-leung                    |
| 10. 李綺華小姐              | Miss Eva LEE                     | 21. 黃宏滔先生               | Mr WONG Wang-to                        |
| 11. 李富芬女士              | Ms LEE Fu-fan                    |                         |  |

(任期由2015年4月1日至2017年3月31日 Appointment period from 1 April 2015 to 31 March 2017)

## 再獲任命的監警會觀察員 Names of re-appointed IPCC Observers:

- |                   |                               |                       |                                      |
|-------------------|-------------------------------|-----------------------|--------------------------------------|
| 1. 張焯堯先生          | Mr Charles CHEUNG Cheuk-yiu   | 7. 林志傑醫生, BBS, MH, JP | Dr Lawrence LAM Chi-kit, BBS, MH, JP |
| 2. 莊創業先生, JP      | Mr CHONG Chong-yip, JP        | 8. 林浩揚先生              | Mr LAM Ho-yeung                      |
| 3. 鍾靖薇女士          | Ms CHUNG Ching-may            | 9. 劉興華先生, MH          | Mr LAU Hing-wah, MH                  |
| 4. 何逸雲先生          | Mr Alec HO Yat-wan            | 10. 梁秀志先生, JP         | Mr LEUNG Sau-chi, JP                 |
| 5. 許嘉灝先生, BBS, MH | Mr HUI Ka-hoo, BBS, MH        | 11. 謝焯全先生             | Mr Patrick TSE Kwing-chuen           |
| 6. 黎達生先生, MH, JP  | Mr David LAI Tat-sang, MH, JP | 12. 楊學明牧師             | Rev David YEUNG Hok-ming             |
|                   |                               | 13. 楊耀忠先生, BBS, JP    | Mr YEUNG Yiu-chung, BBS, JP          |

(任期由2015年4月1日至2017年3月31日 Appointment period from 1 April 2015 to 31 March 2017)

## 任期已屆滿的監警會觀察員 Names of retired IPCC Observers:

- |                    |  |                    |                              |
|--------------------|--|--------------------|------------------------------|
| 1. 周厚立先生           | Mr CHAU Hau-lap                        | 11. 黃舒明女士          | Ms WONG Shu-ming             |
| 2. 歐陽偉倫先生          | Mr Kelvin AU YEUNG Wai-lun             | 12. 鄺因華先生          | Mr KWONG Yun-wah             |
| 3. 姚慧兒女士           | Ms April YIU Wai-yee                   | 13. 高錦祥先生, BBS, MH | Mr KO Kam-cheung, BBS, MH    |
| 4. 林家輝先生, JP       | Mr Aaron LAM Ka-fai, JP                | 14. 黃江天醫生          | Dr James WONG Kong-tin       |
| 5. 何國華先生           | Mr George HO Kwok-wah                  | 15. 黃碧嬌女士, MH      | Ms Peggy WONG Pik-kiu, MH    |
| 6. 周錦祥先生           | Mr CHOW Kam-cheung                     | 16. 何顯明先生, MH      | Mr HO Hin-ming, MH           |
| 7. 廖珮珊女士           | Ms LIU Pui-shan                        | 17. 黃宏泰先生, MH      | Mr WONG Wang-tai, MH         |
| 8. 李國麟議員, SBS, JP  | Dr Hon Joseph LEE Kok-long, SBS, JP    | 18. 郭秀英女士          | Miss KWOK Sau-ying           |
| 9. 余智榮先生           | Mr YU Chi-wing                         | 19. 周賢明先生, MH      | Mr Francis CHAU Yin-ming, MH |
| 10. 張仁良教授, BBS, JP | Prof Stephen CHEUNG Yan-leung, BBS, JP | 20. 李正雅女士          | Ms LEE Ching-nga             |
|                    |  | 21. 楊子熙先生, MH      | Mr YEUNG Tsz-hei, MH         |

(任期於2015年3月31日屆滿 Terms of appointment ends on 31 March 2015)

### 新增監警會成員

### Expanded IPCC membership and new faces

為協助監警會更有效地履行其法定職能，並令投訴警察制度運作更有效率，當局於二零一五年一月一日起，將監警會委員的數目由二十四名增加至二十八名。因應有四名委員的任期於二零一四年十二月三十一日屆滿，當局該次一共任命了八名新委員，為期兩年。監警會定必善用及發揮各名新委員之所長，確保香港的兩層投訴警察制度公平、有效和具透明度。本會亦藉此機會向各位介紹八位新成員，並分享他們對加入監警會的看法：

To strengthen the IPCC's capacity to perform its statutory functions and contribute to the efficient operation of the police complaints handling system, the government expanded the membership of the IPCC from 24 to 28 Members, effective from 1 January 2015. Since four Members retired on 31 December 2014, eight new Members were appointed for a term of two years, effective from 1 January 2015. The Council will surely benefit from their professional expertise and extensive experience in ensuring a fair, effective and transparent two-tier police complaints handling system in Hong Kong. We would like to take this opportunity to introduce the new faces and share their thoughts on their appointment:



張華峰議員，SBS，JP

**Hon Chris CHEUNG Wah-fung, SBS, JP**

「獲委任為監警會副主席是我的榮幸。我定將不偏不倚地履行職責，公平公正地維護好警民權益！」

“It is my honour to be appointed as an IPCC Member. I will be unbiased in discharging my duty, and fair and impartial in protecting the rights of the police and citizens.”

謝偉銓議員，BBS

**Hon Tony TSE Wai-chuen, BBS**

「作為監警會委員，我會秉承監警會的宗旨，公平對待投訴人及被投訴人，並致力確保投訴個案得到徹底和公正的調查，維護警民權益。」

“As a Member of the IPCC, I will dutifully carry out the mission of the IPCC, to be fair to both complainants and complainees, and to ensure that investigations of complaint cases are thorough and impartial, in order to protect the rights of the police and citizens.”







陳章明教授，BBS，JP

**Prof Alfred CHAN Cheung-ming, BBS, JP**

「監警會委員必須擔起重任，不偏不倚檢視所有針對警察的投訴，並作出公平公正的判斷，讓警隊執法時，公眾能獲得合法合理合情的對待，亦維護警隊的權威和尊嚴，以彰顯公義！」

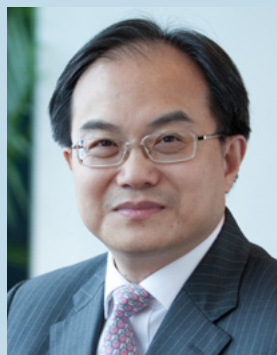
“IPCC Members must take up their solemn duty of scrutinising all complaints against the Police that are submitted to us in an unbiased manner, and of making fair and impartial judgments. We must champion the just, fair, and reasonable treatment of the public on the one hand, and the preservation of the authority and honour of the Police in enforcing the law on the other, so that justice can be upheld.”

鄭錦鐘博士，BBS，MH，JP

**Dr Eric CHENG Kam-chung, BBS, MH, JP**

「作為監警會新委員，期望和委員會各成員及秘書處職員相互尊重、團結合作、公正無私地處理投訴個案，更期望可以提出減少市民對香港警察投訴的建議。」

“As a new IPCC Member, I look forward to working together in mutual respect and unity with other Council Members and the Secretariat staff. Besides handling complaint cases in a fair and just manner, I also anticipate that the IPCC will come up with suggestions that can reduce Hong Kong citizens’ complaints against the police.”



何錦榮先生

**Mr Richard HO Kam-wing**

「我十分榮幸獲委任為監警會委員。我所擁有的執業會計經驗及15年服務於多個政府諮詢團體和審裁處的經驗，令我具備開明態度，在沒有傾向性及預設立場的情況下，獨立審視針對警方的投訴個案。」

“I am very honoured to be appointed a Member of the IPCC. With my public accountancy experience and 15 years of serving on various Government consultative bodies and tribunals, I am prepared to open my mind, without predisposition or predetermination, to carry out my duty as an independent reviewer of complaint cases against the Police Force.”





許宗盛先生，SBS，MH，JP

**Mr Herman HUI Chung-shing, SBS, MH, JP**

「獲委任監警會委員實在是一大挑戰。我定當會盡力推動一個高效率的獨立客觀監察警方處理投訴機制，以令市民能有一個高質素和廣被尊重的香港警隊。」

“It is a great challenge to me to be appointed as a Member of the IPCC, to help maintain and promote a fair and impartial mechanism in handling complaints against the Police, so as to uphold the quality of and respect for our Hong Kong Police Force.”

關治平工程師，JP

**Ir Edgar KWAN Chi-ping, JP**

「作為監警會委員，我會盡力實踐監警會的抱負，維持一個公平、公正、向公眾問責的投訴警察制度。」

“As a Member of the IPCC, I will strive to uphold the IPCC’s vision in maintaining a fair and impartial police complaints system that is accountable to the public.”



任景信先生

**Mr Peter YAN King-shun**

「監警會作為一個獨立法定機構，公平公正和具透明度地處理警方的投訴，對香港這開明的社會極為重要。我很榮幸能盡一分力，通過獨立監察加強警民互信，幫助警隊向市民問責。」

“A fair and impartial police complaints system is crucial in enhancing confidence with and relations between the public and the police in Hong Kong today. As a Member of the IPCC, I am committed to uphold the mission of the Council.”

### 彰顯監警會審視投訴警察課人員處理投訴的方法

### The IPCC scrutinizes a CAPO officer's handling of a complaint

#### 個案重點 Highlights of the case

	指控 Allegation(s)	被投訴人 Complainee(s)	投訴警察課原來分類 Original classification(s) by CAPO	最後分類 Final classification(s)
1	行為不當 Misconduct	一名女警長 A Woman Sergeant	無法完全證明屬實 Not Fully Substantiated	無法完全證明屬實 Not Fully Substantiated
2	疏忽職守 Neglect of Duty		無法證實 Unsubstantiated	無法完全證明屬實 Not Fully Substantiated
3	疏忽職守 Neglect of Duty		並無過錯 No Fault	無法完全證明屬實 Not Fully Substantiated

此個案顯示監警會仔細審視一名投訴警察課人員處理投訴的方法。個案更闡明投訴警察課人員在處理投訴時，須明確地向投訴人說明各種可採用的投訴處理方法，以確保投訴人有足夠資訊作出決定。

一名市民投訴警方，此投訴個案交由投訴警察課一名女警長處理。其後，投訴人對該名女警長提出三項指控，包括引導投訴人選擇一個簡便的方法處理投訴【指控一：行為不當】、沒有按她要求及時安排監警會觀察員出席會面【指控二：疏忽職守】，以及沒有通知處理其案件的警察部門，她有新的資料提供作重查案件的理據【指控三：疏忽職守】。個案經調查後，投訴警察課把指控一分類為「無法完全證明屬實」、指控二為「無法證實」、指控三為「並無過錯」。

This case demonstrates that the IPCC is meticulous in scrutinising the actions taken by a CAPO officer towards a complainant when handling a complaint against the Police. It also illustrates the importance of CAPO clearly explaining to complainants all the options in handling a complaint, so that they could make an informed decision.

The complainant had lodged a complaint against the Police, which was handled by a Woman Sergeant (WSGT) of CAPO. Subsequently, the complainant lodged three allegations against the WSGT for inducing her to choose an option to deal with her complaint summarily [Allegation 1: Misconduct]; failing to promptly arrange for an IPCC Observer at her interview upon request [Allegation 2: Neglect of Duty], and failing to inform the police formation handling the review of her crime case that she had new information to provide [Allegation 3: Neglect of Duty]. After investigation, CAPO classified Allegation 1 as "Not Fully Substantiated", Allegation 2 as "Unsubstantiated" and Allegation 3 as "No Fault".

# 真實投訴個案

## Real complaint case

監警會指涉事女警長並沒有正式知會監警會投訴人要求會面時要有觀察員在場。另外，投訴人曾多次表示就案件有新的資料可以提供，所以女警長在通知有關警察部門投訴人要求重查案件時，應要提及有新的資料。投訴警察課認同監警會的見解，把指控二、三改為「無法完全證明屬實」，並建議對女警長作出訓諭。

### 個案背景

投訴人較早前曾就其舉報的「詐騙」案件向投訴警察課投訴數名警員，個案由投訴警察課一名女警長處理。

女警長透過電話錄音系統與投訴人跟進投訴個案。在電話對話中，女警長向投訴人簡述她可以採用表達不滿機制和透過簡便方式解決來處理投訴，然而投訴人則多次要求投訴警察課進行全面調查。投訴人更要求當女警長與她會面錄取口供時有監警會的觀察員在場，但她後來才發現並沒有安排觀察員列席會面。另外，投訴人就她先前舉報的「詐騙案」有新的資料，故要求女警長通知負責其案件的警察部門重新調查該案件，但她及後才得悉負責的警員並不知道她是因為有新資料提供而要求重新調查。

投訴人隨即對該名女警長作出投訴，指女警長引導她以簡便方式解決投訴【指控一：行為不當】；未有根據她的要求，安排監警會觀察員出席會面【指控二：疏忽職守】及沒有通知負責的警察部門她可以提供新資料，以助重新調查詐騙案【指控三：疏忽職守】。

### 投訴警察課的調查

經調查後，投訴警察課認為根據電話錄音系統的紀錄，女警長沒有提出較合投訴人意願的全面調查投訴選擇，但因沒有充足理據證實她是故意引導投訴人，故把指控一分類為「無法完全證明屬實」。投訴警察課把指控二分類為「無法證實」，因為沒有證據證明或否定雙方所述有關投訴人要求女警長知會監警會安排觀察員出席會面。對於女警長沒有

The IPCC observed that the WSGT had failed to properly notify the IPCC of the interview with the complainant, who had requested the presence of an IPCC Observer. Moreover, while informing the related police formation of the complainant's request for a review of her crime case, the WSGT should have mentioned that the complainant would provide new information, as the complainant had repeatedly emphasised that she had new information in hand. As such, IPCC suggested reclassifying Allegations 2 and 3 as "Not Fully Substantiated", which was agreed by CAPO. It was recommended that the WSGT be advised.

### Case background

The complainant had previously lodged a complaint with CAPO against some police officers for mishandling a "Deception" case reported by her. A Woman Sergeant (WSGT) of CAPO was assigned to handle the complaint.

The WSGT contacted the complainant via the Telephone Recording System (TRS) to follow up on the complaint. During the telephone conversation, the WSGT only introduced the Expression of Dissatisfaction Mechanism and the Informal Resolution as options for dealing with her complaint, even though the complainant had expressed several times that she wanted her complaint to be fully investigated. Furthermore, the complainant requested an IPCC Observer to be present when the WSGT interviewed her to take a statement regarding the complaint. Nevertheless, the complainant later learned that no IPCC Observer had been arranged to attend the interview. Lastly, the complainant also requested to refer her "Deception" case to the relevant police formation for case review, and that she had some new information to provide. However, the complainant later found out that the crime case reviewing officer was not aware that she had new information to support her review request.

Subsequently, the complainant lodged an instant complaint against the WSGT for inducing her to choose an option to deal with her complaint summarily [Allegation 1: Misconduct]; failing to promptly arrange for an IPCC Observer to attend her interview upon request [Allegation 2: Neglect of Duty], and failing to inform the related police formation that she would provide new information for the case review [Allegation 3: Neglect of Duty].

### CAPO's investigation

After investigation, CAPO classified Allegation 1 as "Not Fully Substantiated" because the TRS records revealed that the WSGT did not mention other options, including the Full Investigation option, which would have met the complainant's request. However, there was insufficient evidence to prove that she had the intention to induce the complainant to choose other options as alleged. CAPO classified Allegation 2 as "Unsubstantiated" as it lacked evidence to either prove or negate the either side's versions of events concerning



通知負責部門，投訴人可提供該詐騙案的新資料一事，投訴警察課指投訴人沒有明確地提出指示，所以女警長沒有過失，而指控三純屬一場誤會，故投訴警察課把該指控分類為「並無過錯」。

### 監警會的觀察

監警會認同投訴警察課就指控一的調查結果。就指控二而言，在女警長通知監警會有關會面時，投訴警察課還未把個案列為須匯報投訴，故當時個案並不在監警會觀察員計劃涵蓋範圍內。女警長當時只通知監警會個案將會歸類為須匯報投訴。然而，在個案被歸類為須匯報投訴後，女警長未有再通知監警會。監警會認為女警長沒有及時通知會方，有一宗須匯報投訴的投訴人要求安排觀察員出席會面。

監警會對指控三「並無過錯」的分類有所保留。會方認為女警長告訴有關警察部門投訴人要求重新調查案件時，應同時提及投訴人有新資料提供，以便負責該案的警員能有效評估案情，加上投訴人已多番強調她有新資料提供。

監警會就女警長有疏忽之嫌而提出質詢。經考慮後，投訴警察課同意監警會的見解，並將指控二、三的分類改為「無法完全證明屬實」。投訴警察課建議對涉事女警長作出訓諭，但無需把此事記入其分區報告檔案中。

監警會通過這宗個案的調查結果。

the WSGT's notifying the IPCC of the complainant's request for an IPCC Observer to attend the interview. CAPO did not find the WSGT at fault for not informing the related police formation that the complainant would provide new information for the crime case review, as the complainant had not explicitly made such a request. CAPO considered that the allegation was made out of misunderstanding, and thus classified Allegation 3 as "No Fault".

### IPCC's observations

The IPCC agreed with CAPO's findings for Allegation 1. Regarding Allegation 2, when the WSGT notified the IPCC of the interview concerned, the complaint had yet to be categorised by CAPO as a Reportable Complaint (RC) and thus was not within the purview of the IPCC Observer Scheme. The WSGT merely called the IPCC to say the complaint would soon be categorised as an RC. However, after the complaint was categorised as an RC, no notification was sent to the IPCC by the WSGT. The IPCC was of the view that the WSGT had failed to notify the IPCC in a timely manner that an interview with the complainant of an RC, who had requested the presence of an IPCC Observer, had been scheduled.

The IPCC also had reservations concerning the "No Fault" classification of Allegation 3, holding the view that while informing the related police formation of the complainant's request for a case review, the WSGT should have mentioned that the complainant would provide new information so that the reviewing officer could assess the situation better, especially when the complainant had repeatedly emphasised that she had new information at hand.

The IPCC's view was relayed to CAPO by way of a query to revisit the alleged negligence on the part of the WSGT. After consideration, CAPO subscribed to the IPCC's view and reclassified Allegations 2 and 3 as "Not Fully Substantiated". CAPO recommended advising the WSGT without a Divisional Record File entry.

The IPCC endorsed CAPO's findings in this case.