

監警會觀察員以同理心平衡雙方觀點

IPCC Observer balancing both parties' perspectives with empathy

出任監警會觀察員，是一件富有意義的事。觀察員來自不同的階層，各自的專業、經驗、閱歷，都可以協助觀察員進行這些會面及證據搜集的觀察，而自己在人力資源及行政方面的專業，讓自己的觀察仔細入微。

觀察員的主要角色是觀察和匯報，基於公平公正的原則，在觀察期間觀察員是不可以作出任何干預或發表個人意見，以防影響會面或證據收集的進行。要做一個目無表情的「第三者」，起初其實也不習慣，尤其是初任觀察員進行會面觀察時，如出於禮貌會向投訴人或被投訴人點頭、微笑，及後了解到這些舉動有機會影響到觀察，就要學懂如何作一個有思想，但仿如透明的觀察員。

雖說觀察員的存在猶如透明，但自己就非常肯定其存在的實際價值。因為觀察員作為一個客觀的第三者，可以用持平的態度、與普羅市民一般的同理心去進行觀察。若察覺有任何不當之處，就會向監警會匯報；然後會方再向投訴警察課跟進。所以觀察員的存在，可以確保投訴警察課在調查過程公平、公正，監警會亦以獨立、持平的態度，審核警察投訴個案。此外，觀察員的存在亦給予投訴人及被投訴人適當的壓力，讓雙方都可以在較冷靜的情況下進行會面。

出任監警會觀察員四年多的時間，看見大部分的投訴個案均是源於警員與市民雙方的態度、語氣、用詞、處理手法等。有若干未如理想的地方，只要大家多包容、多溝通，警員抱著服務市民的心態執法，而市民又可以同理心去了解警方執法理據，相信可以避免不少投訴的發生。

Serving as an IPCC Observer is a very meaningful thing. Observers come from different classes of society. Our respective professions, our work experience and our life experience all assist us in attending meetings and observing the collection of evidence. My own expertise in human resources and administration enables me to make more detailed observations.

The role of an Observer is primarily to observe and report. In adhering to the principles of fairness and impartiality, the Observer cannot interfere nor express any personal opinions during an observation. This is to avoid affecting the progress of the meeting or the collection of evidence. Being an expressionless “third party” was awkward at first, because out of politeness I would greet the complainant or complainee with a nod and smile; but afterwards I understood that even such gestures could affect the observation. Therefore we must learn how to be robotic observers, with minds of our own but like a transparent glass wall.

Although the Observer's presence at a meeting is almost invisible, I can very much affirm the solid and practical value of an Observer. Since Observers are objective third parties, we are able to take an unbiased approach and to be empathetic towards our fellow citizens when conducting an observation. If we detect any irregularities, we will report them to the IPCC, which will then follow up with CAPO. Therefore, the existence of Observers is paramount, because we can ensure that CAPO's investigations are fair and impartial, and that the IPCC will also review complaint cases in an independent and unbiased manner. Additionally, the presence of an Observer places a suitable amount of pressure on the complainant and the complainee, so that both parties conduct the meeting in a relatively calm manner. In the past four years of being an Observer, I have noticed that the majority of complaints cases originate from the police officers' and citizens' attitude, tone, choice of words, and way of handling a situation. There are certainly a few areas where there is room for improvement, but if everyone could be more understanding and communicate more openly – police officers having the mentality to serve citizens while carrying out their duties; and citizens empathising with the police officers' reasoning while they are enforcing the law – I believe that many complaints could be avoided.

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