

主席前言

Chairman's Foreword



獨立監察警方處理投訴委員會（「監警會」）成為法定機構已有三年，我欣然向大家報告監警會在這段期間，於多個主要工作範疇上，均取得卓越的成績。包括簡化審核及覆檢投訴警察課調查的工序、縮短通過投訴報告所需的時間，以及強化宣傳工作等。這些工作均突顯了監警會作為獨立監察警方處理投訴機構所作出的貢獻。

首先，我們審視投訴個案的效率有顯著改善，審視個案平均所需的時間由2010/11年度的145天，大幅回落至2011/12年度的86天。這是由於自2011年初起，監警會秘書處簡化了內部的審核工序。新安排落實之前，每一個個案須先經由審核小組、副秘書長及秘書長分別審議，然後再將報告交予委員通過。2011年初開始，會方策略性地簡化了內部審核過程，秘書長、副秘書長及法律顧問每周與所有審核小組進行個案會議，一起討論每一宗投訴個案，並將個案相關的疑問，一併交予投訴警察課，再待其回覆。當秘書處收到投訴警察課的回覆並作出分析後，有關的調查報告便會再呈交予委員作最後審閱。秘書處職員及投訴警察課均歡迎新的審核程序。但我們不會為此而自滿，而是會精益求精，繼續優化審核程序。

The Independent Police Complaints Council (IPCC) has been a statutory body for three years. I am very pleased to report some remarkable achievements in our major areas of work, including a streamlined workflow in the examination and review of Complaints Against Police Office (CAPO) investigations, a shorter timeframe for the endorsement of cases, and strengthened publicity initiatives, all of which underscore the positive contributions of the IPCC as an independent police complaints oversight body.

First, we have considerably improved the efficiency of the complaint case review process. The average number of days required to review an investigated case has dropped from 145 days in 2010/11 to 86 days in 2011/12. This significant improvement was a result of streamlining the vetting procedures within the IPCC Secretariat since early 2011. Prior to the new arrangement, each complaint case review had to be considered by a Vetting Team, the Deputy Secretary-General and the Secretary-General respectively before a report was forwarded to Council Members for endorsement. Commencing in early 2011, the internal review process was strategically streamlined. Under the improved system, the Secretary-General, the Deputy Secretary-General and the Legal Advisor conduct weekly case conferences with Vetting Teams to discuss each complaint case. All queries are consolidated and forwarded to CAPO for their response. Once CAPO's responses are received and analysed by the Secretariat, the investigation reports are further reviewed by Council Members. Both the Secretariat staff and CAPO welcome the improved procedure. Needless to say, we will not be complacent and will continue to look at ways to improve the review process.

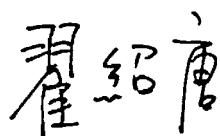
此外，我們亦很重視審核投訴個案的每項細節。監警會審閱一宗投訴個案時，會參考香港警察程序指引及手冊、個案資料檔案，以及相關的法庭訴訟紀錄等，全面性地衡量及檢討警方的行動與決定。過去一年，監警會舉行過的工作層面會議及監警會會面的次數較以往為多，這安排有助增進委員對個案背景的了解之餘，亦協助委員在審核及通過個案時作出決定。

為回應市民對加快處理投訴的殷切需求，監警會在2010年與警方成立了一個聯席工作小組，合作研究一個更具效率的系統，以便處理性質輕微的投訴個案。今年初，該小組建議於原來投訴機制中的「透過簡便方式解決」及「全面調查」以外，新增設「表達不滿」。會方將於六個月試行期滿後對此新設選項進行檢討，而監警會將繼續就投訴警察制度的持續發展及優化，提供意見及協助。

監警會亦積極與各持份者聯繫，以加強我們的傳訊網絡。我們同時意識到有需要提高公眾對監警會角色的認識，從而增加市民對投訴警察制度的信心。監警會與警方及其他持份者定期會面，以便了解他們對投訴警察相關事宜的意見。在報告期內，監警會分別與香港人權監察、民間人權陣線及香港記者協會等組織會面，聆聽他們對警方處理大型公眾活動的意見。監警會委員更定期探訪警隊的不同部門，以便清楚了解警方在工作上面對的困難，及他們對投訴警察制度的意見。監警會亦致力增強機構的透明度，如安排傳媒訪問、和傳媒合作撰寫專題文章，以及迅速回應傳媒查詢等。有關詳情可於本報告內查閱。

展望未來，我們將繼續增加公眾對監警會的認識，以及繼續和各持份者、關注團體及傳媒溝通，讓市民更了解投訴警察制度的兩層架構。我們相信這些工作將可提升市民對投訴警察制度的信心，從而讓市民可以利用此投訴警察制度，有效疏導他們的不滿。在預防投訴方面，我們會和所有伙伴攜手合作，努力改善現時警方的工作程序及守則，預防須匯報投訴的出現。總而言之，我們與警方及持份者的共同目標，就是要確保警隊能為市民提供最佳的服務。

最後，我想藉此機會感謝所有委員及觀察員，他們對監警會作出莫大的貢獻。我也想多謝秘書處一直以來的支援。他們的努力，在確保香港有健全的投訴警察制度上，扮演著舉足輕重的角色。



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監警會主席

Equally important is the thoroughness of the case examination process. The IPCC has adopted a holistic approach in assessing and evaluating police actions and decisions in each complaint case by referring to Police Force procedural guidelines and manuals, case file records, and records of related court proceedings. In the past year, more working level meetings and IPCC interviews have been held. These have greatly facilitated the Council Members' understanding of case backgrounds and decision-making with regard to the examination, review and endorsement of cases.

Responding to public demand for the speedy handling of complaints, the IPCC has worked closely with the Police through the Joint Working Group established in 2010 to look into establishing a more efficient system for handling complaints of a relatively minor nature. Early this year, the Joint Working Group proposed an additional option of "Expression of Dissatisfaction" supplementing the existing "Informal Resolution" and "Full Investigation". This new option of "Expression of Dissatisfaction" will be evaluated and reviewed after a six-month trial period, and the IPCC will continue to provide advice and assistance for further development and improvement of the system.

In addition, the IPCC is committed to strengthening its communication network by proactively engaging with its stakeholders. We are also conscious of the need to promote public awareness of the role of the IPCC so as to enhance public confidence in the police complaints system. Regular meetings with the Police and external stakeholders have been set up to collect their views regarding various police complaints-related issues. During the reporting year, the IPCC met with the Hong Kong Human Rights Monitor, the Civil Human Rights Front and the Hong Kong Journalists Association to gather their views on police handling of public order events. IPCC Members regularly visited various police units to better understand the difficulties they face in their work and their views on the police complaints system. The IPCC has also increased its transparency by arranging media interviews, cooperating with the media on feature articles, and responding to media enquiries promptly. You will find details of all these activities in this report.

Looking ahead, we will continue to raise public awareness of the IPCC and enhance public understanding of the two-tier complaints system through continuous liaison with stakeholders, concerned groups and the media. We believe these measures will help raise public confidence in the police complaints system, so people will find it an effective means of resolving their grievances. More importantly, we will work together with all our partners to see how current police procedures and practices can be strengthened so as to prevent Reportable Complaints from arising in the first place. In short, it is our goal, which I am sure is shared by the Police and all other stakeholders, to ensure that a better service is provided to the public.

Finally, I would like to take this opportunity to express my gratitude to all the Council Members and Observers for their generous contributions to our work. I must also thank the Secretariat for their unfailing support. Their diligent efforts play a pivotal role in ensuring the integrity of the two-tier police complaints system in Hong Kong.



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