

服務承諾 Performance Pledges

監警會重視工作效率和優質表現，定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) *
Enquiries 查詢	By telephone / in person 致電/親臨	Immediately 即時
	In writing 書面	Within 10 days 10天內
Monitoring of Complaints 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

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）

+ 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

^ 覆核個案：要求覆核須匯報投訴的調查結果分類的個案

* Measured from the date of receipt of CAPO's final investigation report/response

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

+ 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

^ Review cases: requests for reviewing the classification of Reportable Complaints



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