

## 目錄 Contents

監警會的抱負、使命及價值觀 Vision, Mission and Values of the IPCC	2
回顧與前瞻 Retrospect and Prospect	3
監警會委員 Members of the IPCC	10
年度概覽 Highlights of the year	17

 關於監警會 About the IPCC	20
 監察投訴處理 Monitoring the handling of complaints	40
 真實投訴個案及改善建議 Complaint cases and recommended improvements	60
 與持份者聯繫 Engaging with stakeholders	76
 傳訊工作及機構形象 Communications and corporate image	88
 組織架構 Organisational structure	98
 財務報表 Financial statements	120

# 監警會的抱負、使命及價值觀

## Vision, Mission and Values of the IPCC

