



We Serve with Pride and Care

## Hong Kong Police Force Complaints Against Police Office



# Complaints Against Police Office

We believe that every citizen is entitled to fair and impartial service from the Police.

The Complaints Against Police Office (CAPO) is accountable to the Commissioner of Police for ensuring that all complaints of misconduct or allegations of crime made against a police officer or civilian member attached to the Police Force are fully and impartially investigated.

This leaflet informs you of the standards of service you can expect from the CAPO and the steps you can take if you want to seek an explanation or make comments on the service you receive.

## Service Delivered

You can lodge a complaint against the Police in the following ways :

- in person or by letter to:
  - any police station; or
  - Complaints Against Police Reporting Centre  
Ground Floor, Annex Block, Caine House,  
No.3 Arsenal Street, Wan Chai, Hong Kong;
- By telephone (24-hour complaint hotline: 2866 7700);
- By fax (fax number: 2200 4460; 2200 4461; 2200 4462);
- Use the e-report form (Complaint Against Police) on the Police Public Page ([www.police.gov.hk](http://www.police.gov.hk)); or
- Use the "e-Report Room" function on the Police's smart-phone application, "Hong Kong Police Mobile App".



## Independent Police Complaints Council (IPCC)

All complaints are monitored by the IPCC, a statutory independent body appointed by the Chief Executive and assisted by a full time secretariat to ensure that all complaints are thoroughly and impartially investigated.

## Right of Appeal

If you are dissatisfied with the result of the investigation into your complaint, you may, within 30 days from the date of the reply letter from the CAPO, request the CAPO to conduct a review. After reviewing your complaint, the CAPO will inform the IPCC of the result of the review. You will be informed by the IPCC of the findings of the review.

## Performance Standards

If you make a complaint against the Police :

- We will attempt to establish a personal contact with you within two working days of the complaint being known to the CAPO and the related complaint investigation procedures will be explained to you as far as possible;
- An acknowledgement letter will be sent to your given address within one working day of the complaint being received by the CAPO;
- Where a full investigation cannot be completed within a two-month period, you will be given a letter informing you that the investigation is still continuing and the reason why. Thereafter a progress letter will be sent to you every two months until the completion of the investigation;
- If your complaint case is treated as Sub-Judice, you will be sent a letter within three working days informing you that the CAPO investigation has been suspended until the conclusion of judicial proceedings;
- The CAPO will aim to complete all complaint investigations within four months, except Sub-Judice cases;
- A completion letter will be sent to you within three working days prior to the case file being sent to the IPCC; and
- For complaints which require a full investigation, a final letter informing you of the result of the investigation will be sent to you within 10 working days of endorsement being received by the CAPO from the IPCC.

## Where to Go for Further Information

If you need any further information, you may telephone the 24-hour hotline (2866 7700).



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