



We Serve with Pride and Care

## Hong Kong Police Force Operations Wing (999 Emergency Calls)



# Operations Wing (999 Emergency Calls)

This leaflet tells you about certain standards of 999 emergency call service as set down by the Operations Wing of the Hong Kong Police Force (HKPF). It also tells you the steps you can take if you want to seek explanations or make comments on the service you receive.

## Service Delivered

This Performance Pledge covers the following :

- answering 999 telephone calls; and
- response to emergency 999 telephone calls.

## Performance Standards

### Answering 999 telephone calls

- HKPF strives to answer all 999 calls within nine seconds.

### Response to emergency 999 calls

- HKPF strives to respond to all genuine emergency 999 calls within an average response time of nine minutes in Hong Kong and Kowloon and 15 minutes in the New Territories.
- The response time is measured from the time a report is received at the Regional Command and Control Centre 999 console until police officers arrive at the scene.



## Effective Monitoring

The Police Force will monitor these standards internally.

## Service Environment

The Police Force aims to provide a timely and efficient service for 999 callers 24 hours a day.

## The Public's Role

There may be occasions when, despite best efforts, the Police are unable to deal with your case within the set response time. If you want an explanation, you may contact your local police station.

## Right of Appeal

If you wish to complain that your case has not been dealt with adequately, you may:

- lodge a complaint in person to any police station;
- telephone the 24-hour complaint hotline (2866 7700);
- write to Complaints Against Police Reporting Centre, Ground Floor, Annex Block, Caine House, No.3 Arsenal Street, Wan Chai, Hong Kong;
- fax to Complaints Against Police Reporting Centre (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".

## Where to Go for Further Information

You may either telephone the Police Hotline (2527 7177) or contact your local police station.

