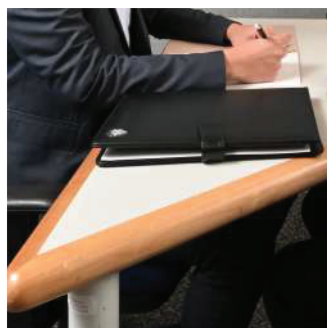




## HONG KONG POLICE FORCE SERVING HONG KONG WITH HONOUR, DUTY AND LOYALTY



## COMPLAINTS AGAINST POLICE OFFICE Performance Pledge

We believe that every citizen is entitled to a 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 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:

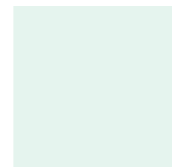
- ▶ In person to any Police Station;
- ▶ Make an appointment via the complaint hotline to schedule an interview with the CAPO staff for lodging a complaint at Wanchai Police Station;
- ▶ Complaint hotline equipped with recording function (Tel: 2866 7700);
- ▶ Letter (Address: Complaints Against Police Office, Police Headquarters, 1 Arsenal Street, Wanchai);
- ▶ Fax (Fax number: 2200 4460 / 2200 4461);
- ▶ 'Complaints Against Police e-Report form' in the e-Services of the Hong Kong Police Website ([www.police.gov.hk](http://www.police.gov.hk)); or
- ▶ 'e-Report Centre' of the Hong Kong Police Mobile App.



Download "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 Review

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 CAPO, request CAPO to conduct a review. After reviewing your complaint, 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:

- ▶ An acknowledgement letter will be sent to your given address within one working day of the complaint being received by CAPO;
- ▶ We will attempt to establish a personal contact with you within two working days of the complaint being received by CAPO and the related complaint investigation procedures will be explained to you;
- ▶ Where a full investigation cannot be completed within two months, 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 CAPO investigation has been suspended until the conclusion of judicial proceedings;
- ▶ We 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 within 10 working days of endorsement being received by CAPO from the IPCC.

## Where to Go for Further Information

If you need further information, you may telephone the 24-hour complaint hotline with recording function: 2866 7700.