



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



TRAFFIC BRANCH HEADQUARTERS Performance Pledge

This leaflet tells you about the standards of service which you can expect from the Traffic Branch Headquarters of the Hong Kong Police Force. 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 police work in relation to traffic matters:

- ◇ investigation of non-fatal traffic accidents; and
- ◇ investigation of complaints about fixed penalty tickets / traffic summonses.

■ Performance Standards

Investigation of Non-Fatal Traffic Accidents

Police will complete their enquiries into a non-fatal traffic accident and advise interested parties of the outcome within three months from receipt of the report.

Investigation of Complaints about Fixed Penalty Tickets / Traffic Summonses

Police will investigate complaints made by members of the public on the issue of fixed penalty tickets / traffic summonses and report the result to the complainant within two months from receipt of the complaint. Where a full investigation cannot be completed within two months, the complainant will be informed of the progress in writing.

■ Effective Monitoring

The Police Force will monitor these standards regularly.

■ Service Environment

The Police Force is committed to providing a fair and thorough traffic investigation expeditiously.



■ The Public's Role

To improve the quality of our service, we welcome any suggestions you may have. Despite our best efforts, there may be occasions when the Police are unable to complete the investigation within the standard response time. If you want an explanation for the delay, you may contact the traffic report rooms in the area where the accident occurred on the following telephone numbers during office hours:

Hong Kong Island	3661 1620
Kowloon West	3661 1654
Kowloon East	3661 1636

New Territories South	3661 1710
New Territories North	3661 1684
Lantau Island	3661 1694

In respect of fixed penalty ticket / traffic summons enquiries, you may visit the Central Traffic Prosecutions Division Enquiry Counter located at 11/F, Arsenal House, Police Headquarters, No.1 Arsenal Street, Wan Chai, Hong Kong. Our office hours are from 9:00 am to 5:45 pm on weekdays. The counter is closed on Saturdays, Sundays and general holidays. You may also telephone the Interactive Voice Processing System on 2866 6552 (total 12 lines) where information is available on pre-recorded messages. During office hours, your enquiry can be directed to the operator for personal assistance.

■ Channels for Complaints

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

- ▶ lodge a complaint 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);
- ▶ telephone the 24-hour complaint hotline with recording function (2866 7700);
- ▶ fax to Complaints Against Police Reporting Centre (2200 4460 / 2200 4461);
- ▶ use the e-report form (Complaint Against Police) on the Hong Kong Police website (www.police.gov.hk); or
- ▶ use the "e-Report Centre" function on the Police's smart-phone application, "Hong Kong Police Mobile App".



Download "Hong Kong Police Mobile App"

■ Where to Go for Further Information

For further information on the matters stated in this leaflet, please contact the traffic report rooms mentioned in this leaflet.