



Complaints Against Police Office

A Guide for Complainants

Guiding Principles for Complaints Against Police Office

The Complaints Against Police Office (CAPO):

- Views complaints as feedbacks on police service;
- Seeks area of improvement to enhance customer satisfaction;
- Treats all parties impartially;
- Adopts proportionality in resources allocation and level of scrutiny; and
- Aims at resolving grievances and enhancing professionalism of members of the police force.

How can you make a Complaint?

If you are directly affected by the conduct of a member of the police force, or any practice or procedure adopted by the police force, and feel aggrieved about it, you have the right to make a complaint. You can lodge your complaint in the following ways:

- In person to any Police Station;
- Make an appointment via the complaint hotline to schedule an interview with CAPO 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 Police Public Page (Website: www.police.gov.hk); and
- 'e-Report Centre' of the Hong Kong Police Mobile App.

What happens when you make your complaint?

Firstly CAPO will discuss the case with you and establish exactly what your complaint is. If the complaint made by you is a traffic complaint, it will be referred to the Central Traffic Prosecutions Division (CTPD) for investigation. CTPD will inform you of the investigation result in writing.

For complaints against police other than traffic complaints, CAPO will fill in a complaint form which asks for a summary of the incident, or you may complete the complaint form at your own accord.

Complaints are categorized in accordance with the Independent Police Complaints Council Ordinance. All reportable complaints will be looked into by CAPO. Many complaints can be dealt with by Informal Resolution, which is part of the formal complaint process. Your complaint can only be dealt with by Informal Resolution if you agree.

Informal Resolution

If you agree to Informal Resolution, you will be approached by a Chief Inspector of Police from CAPO who will listen to your discontent and comments. You may choose to talk to this Chief Inspector of Police on the telephone or at a scheduled interview. No formal statement will be taken. The purpose of Informal Resolution is to address your grievances promptly and directly by a senior officer. He/she will analyse the complaint issues and provide appropriate advice and guidance to the concerned officer to enhance our service quality.

You may watch the video by scanning the QR code below:



Full Investigation

If you do not agree with the proposal for Informal Resolution or your complaint is not suitable for Informal Resolution, CAPO will initiate a full investigation. Then, you may be approached for a written statement to detail your complaint.

In order to ensure transparency and fairness in the handling of complaints against police and to show that the investigating officer is not unfair or biased while taking a statement from you, you may choose to have a video-recorded interview.

How will my personal data be used?

It is voluntary for you to supply to CAPO the relevant information and personal data. If the information or personal data provided are not accurate or incomplete, the processing of your complaint may be affected.

All information and personal data supplied by you will only be used, disclosed or transferred for the purpose directly related to your complaint. In furtherance of the purpose for which the data was collected, the same information and personal data may be used by, or disclosed to, or transferred to, third parties, government departments or public bodies who will be involved in the investigation of the complaint, including the Independent Police Complaints Council (IPCC).

Should you wish to request access to or correction of your personal data held by CAPO, you may do so in writing to the Formation Data Administrator of CAPO by completing a Data Access Request Form (DARF) obtainable from any police station, District Office, or the Office of the Privacy Commissioner for Personal Data.

Useful information about data policy and practices can be found at the website of Hong Kong Police (www.police.gov.hk).

Continual Improvement

CAPO seeks to improve our complaint handling procedure by gathering the views from different stakeholders. Should you have any comment / opinion on our procedure, please feel free to tell us. Your comment / opinion would be very much appreciated.

The Independent Police Complaints Council (IPCC)

The Independent Police Complaints Council (IPCC) is an independent body established under the Independent Police Complaints Council Ordinance, Cap 604. While complaints are investigated by CAPO, IPCC will observe, monitor and review the handling and investigation of all reportable complaints to ensure that they are dealt with in a fair, impartial and thorough manner.

Under the Independent Police Complaints Council Ordinance, IPCC Members and Observers may attend interviews, including an interview between you and a conciliating officer in the Informal Resolution process, and observe the collection of evidence conducted in connection with the investigation of reportable complaints.

At the conclusion of the investigation of reportable complaints, irrespective of whether a complaint was dealt with by Informal Resolution or full investigation, CAPO will compile investigation reports detailing the findings for IPCC's scrutiny.

The IPCC website (www.ipcc.gov.hk) has a comprehensive insight into its role in monitoring CAPO's investigation of reportable complaints.

Complaints Against Police Office

Address

Police Headquarters, 1 Arsenal Street,
Wanchai, Hong Kong

Complaint Hotline

2866 7700

Office hours: 7:30 a.m. to 6:30 p.m from
Monday to Friday

The hotline will be diverted to the voice
message recording system outside office
hours

Fax

2200 4460

2200 4461

Online via the 'Complaint Against Police
e-Report form' in the Hong Kong Police
Website

www.police.gov.hk

'e-Report Centre' of the Hong Kong Police
Mobile App

