



Serving Hong Kong
with Honour, Duty and Loyalty

Complaints Against Police Office

Performance Pledge

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

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

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 Hong Kong Police Force (HKPF) are fully and impartially investigated.

Service Delivered

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

- attend the report room of any police station;
- make an appointment through the complaint hotline at 2866 7700 to lodge a complaint to CAPO in person;
- call the complaint hotline at 2866 7700 or by fax to 2200 4460 or 2200 4461;
- by post to the Complaints Against Police Office, Police Headquarters, 1 Arsenal Street, Wan Chai; and
- use the "Complaint Against Police e-Report form" on the HKPF website (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.

