

# Commendations And Compliments

## 嘉許與感謝

During the year, the Consumer Council won recognition for its dedicated service to the community and received compliments and letters of thanks from consumers.

消費者委員會盡心竭力服務市民，年內受嘉獎及收到消費者的感謝信，表示對其工作的認同。

### Gold Award for Barrier Free Website

The Council won recognition for its barrier-free website specifically catered for users with special needs. In support of an inclusive society, the Council incorporated barrier-free features into its website in 2012 with the aim of facilitating equal access for users with special needs.

The information contained on the barrier-free website is synchronised with the content of the main Council's official website ([www.consumer.org.hk](http://www.consumer.org.hk)). Users who browse the website using assisted technologies have access to the same content without the loss of any information.

The website received the Gold Award at the 2013 Web Accessibility Recognition Scheme Awards for attaining the highest criteria in terms of barrier-free accessibility. The awards were co-organised by the Office of the Government Chief Information Officer and the Equal Opportunities Commission.

### 無障礙網站獲金獎

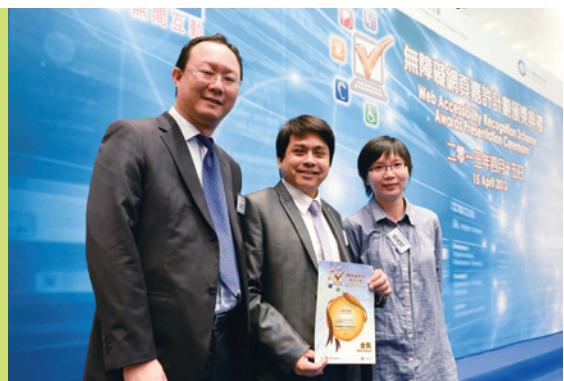
消費者委員會為有特別需要人士成立的無障礙網站獲得嘉許。為促進社會共融，本會在2012年為其官方網站加設無障礙版的瀏覽網頁，令有特別需要人士有平等機會獲得消費信息。

無障礙網站與本會網站 ([www.consumer.org.hk](http://www.consumer.org.hk)) 的內容同步更新，利用輔助工具瀏覽網頁的人士所得資訊與一般人士無異。

網站獲得由政府資訊科技總監辦公室及平等機會委員會合辦的「2013無障礙網頁嘉許計劃」的最高標準金獎。

Deputy Chief Executive Mr. Simon CHUI (middle), Head of Information Technology Division, Mr. Ricky NG (left) and Public Affairs Officer Ms. LAU Yin-wah (right) received the award at the Web Accessibility Recognition Scheme Awards Presentation Ceremony.

消委會副總幹事徐振景先生(中)、科技資訊部總主任吳志華先生(左)及公共事務主任劉燕華女士(右)於「無障礙網頁嘉許計劃」頒獎典禮接受獎狀。



## Words of Thanks

During the year, Council staff received letters of appreciation from consumers, who had sought redress by means of lodging complaints or filing claims with the Consumer Legal Action Fund.

We would like to express our sincere thanks to members of the public for having trust in our service, and a team of professional staff who served consumers with real care and with all ears!

## 感謝函

本會在年內接獲不少曾獲本會協助處理投訴或經消費者訴訟基金索償的消費者來函致謝。

我們衷心感謝市民對我們的信任，亦藉此向我們的專業團隊，以及他們的用心服務及細心聆聽，表示謝意！

非常感謝你及消委會的同事長時間的協助，使我能夠成功追討賠償！最後衷心祝願你在未來的日子工作愉快！

I truly appreciated your diligent work on this case. It showed me that someone really cares about these aspects and frankly it helped me heal a wound. You have definitely supported me in managing this emotional distress, which indeed is highly valuable and thus much appreciated. Thank you very much! You did a great job here.

非常感謝貴會協助！今年年初我到香港旅遊，因同事委託買藥，後來發現藥價買貴了很多，所以聯繫了香港消費者委員會處理事情，消委會的職員非常敬業，幫我多次與店交涉，來來回回數次，並且還去對方店鋪調查瞭解情況，真是非常細心，耐心加熱心，最後，終於使店同意退貨，事情終於圓滿解決！我由衷向協助我的職員表達敬意和感激！因為她，我對香港的不愉快經歷和影響被沖淡了，因為她，我對香港的喜愛更增添了！我的心底將永存對你的感激！

I sincerely thank you and your entire team for taking care with my complaint. I felt I was given equal treatment although the complaint was lodged from outside Hong Kong. This is the way, well done.

本人於四月底電郵至貴會要求協助，至翌日已得貴會致電回覆。幸得接聽電話的職員耐心聆聽和協助，及後多次收到貴會投訴及諮詢部的個案主任的書信回覆，交代事情的發展。直至本年六月初，事件得以圓滿解決。本人十分欣賞貴會辦事的效率和處理投訴的跟進安排，現藉此再次感謝貴會的協助，處事公正、合理。謝謝！