

COMMENDATIONS AND COMPLIMENTS

嘉許與感謝



Over the years, the Council and its staff have won recognition for dedicated service to the community and received numerous compliments and letters of appreciation from consumers.

消委會盡心竭力為市民服務，多年來本會及職員都獲得嘉許及消費者的感謝信，表示對其工作的認同。

Deputy Chief Executive Mr Simon CHUI receiving the award at the Web Accessibility Recognition Scheme Awards Presentation Ceremony.

消委會副總幹事徐振景先生於「無障礙網頁嘉許計劃」頒獎典禮接受獎狀。

Gold Award for Barrier Free Website

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

無障礙網站獲金獎

消委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，本會自2012年起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資訊。

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2014「無障礙網頁嘉許計劃」的最高標準金獎。

The website received the Gold Award at the 2014 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.

The Ombudsman's Awards 2014

Ms Ella LAU, Senior Complaints & Advice Officer, was presented with the Ombudsman's Awards 2014 in appreciation of her exemplary performance in customer service and complaint handling.



申訴專員嘉許獎2014

本會高級投訴及諮詢主任劉倩慈女士獲授予2014年「申訴專員嘉許獎」，以表揚劉女士處理客戶服務及消費投訴的卓越表現。

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 the members of the public for placing their trust in our service, and a team of professional staff who served consumers with genuine care and by listening patiently and carefully.

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，一直細心聆聽及用心服務消費者，表示謝意。

「本人年屆75歲，洗衣機壞了要維修，幸得消委會職員及時跟進，細緻了解情況，還實地到家觀察，又聯絡商號的服務中心悉心處理。經消委會協調後，商家同意免費搬走洗衣機回廠修理，並在5天後將修好的洗衣機搬回我家安裝妥善。在整個過程中，各位師傅的服務態度都是良好和可讚的。

特奉此函，感謝貴會的認真工作和有效幫助。投訴主任的精神值得發揚。20天的維修事件說明了，只要有愛心，事在人為，香港有得救，明天會更好！」

"I would like to express my heartfelt appreciation to the Consumer Council, especially the case officer for the timely and meticulous follow up and efforts on handling my complaint case.

I am very impressed by the dedication, efficiency and the high quality of his works. He showed serious and mature attitude in handling my case. He also provided valuable advice and updates to me patiently.

Through this case, I witness and treasure the important role and mission of the Consumer Council in helping the consumers in Hong Kong. Look forward to seeing the continuous growth of the Consumer Council. Thanks again for the big help!"

「我的手機已收到，對您們辛勤負責的工作態度深深地表示敬意！為您們敬業的精神折服！也正是通過您們的工作，讓我首次香港之行留下美好的回憶！發自內心的感慨：您們真好！香港真好！謝謝！」

「由於香港消費者委員會的深度介入和職員的辛勞工作，商號已補發另一配件和退款港幣4,000元……我們作為消費者對香港消費者委員會維護消費者權益、維護香港市場的公平公正的不懈努力深表欽佩，對投訴主任為解決此次購物糾紛不辭勞苦，持續跟進多次電話電郵溝通，致使消費者投訴的問題得以圓滿解決而呈現的敬業精神深表敬意。作為消費者的我們，也從這次購物遭遇中吸取了經驗和教訓……在此，特呈上我們誠摯的感謝！」

"The case was eventually settled in a fairer and more amicable fashion.

Without the Council's help to intervene for the rights of consumer, I feel that we would not have been given the same equal voice in business transactions, no matter how small or how big the unfair treatment is.

Once again, thank you!"