

COMMENDATIONS AND COMPLIMENTS

嘉許與感謝

Over the years, the Council and its staff have been awarded for their 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，多年來本會及職員均獲得多項嘉許和消費者感謝信函，對其工作成績深表認同。

The Council's Very First ASTRID Awards

In the year under review, the Council has garnered its very first Award of Honour in the category of "Annual Reports – Cover (Artistic)" in the 2016 ASTRID Awards (the "Awards"). Themed with "Enlighten, Collaborate, Innovate", the 2014-15 Annual Report highlighted the Council's 40 years of achievements with its cover furnished in a delicate sapphire green and fluorescent orange background with a magnolia in its full bloom that symbolised the dedication and commitment of the Council in safeguarding consumer interests. With its pollens glittering and spreading far and wide, the design also signified that the Council's work had touched the lives of many in the Hong Kong community and nurtured generations of smart and well-informed consumers.

The report embraced the Council's sustainability spirit and was selective in regard to the material used and printing process of the report. As such, FSC (Forest Stewardship Council)-certified paper had been used to mitigate the possible impact on the environment.

Founded in 1991 by the US independent awards organisation MerComm, Inc., the Awards aims to acknowledge outstanding design works. With its judging panel consists of renowned designers, art directors and graphic artists around the globe, the Awards has been widely recognised in industries.

Gold Award for Barrier-Free Website

Since 2012 the Council has incorporated barrier-free features on its website. In 2015, the Council's website had undergone a revamp exercise to conform to the Web Content Accessibility Guidelines 2.0 Level AA Standard and to further facilitate access by users with special needs.

In the year under review, the Council's website received the Gold Award under the "Web Accessibility Recognition Scheme 2016" jointly organised by the Office of the Government Chief Information Officer and the Equal Opportunities Commission. This is the fourth consecutive year the Council has been awarded this accolade, highlighting the Council's constant efforts to foster an inclusive society by providing all consumers accessibility to information in a fair and barrier-free online environment.

首次榮獲2016 ASTRID Awards

本年度，消委會於2016 ASTRID Awards中獲頒「年報封面(藝術)榮譽獎」。2014-15年報以「啟導·結伴·開拓」為主題，彰顯本會在40年間的成長和成果。封面以精緻的寶石綠和熒光橙雙色為背景，以盛開的白玉蘭象徵本會對消費權益的奉獻和承諾。晶瑩的花粉隨風飄散，標誌著本會的工作深深影響著各階層港人的生活，並培育出一代又一代精明和理性的消費者。

在原材料及印刷方面，本會選用FSC (Forest Stewardship Council)認證紙張以減低對環境造成之影響，貫徹本會可持續發展的理念。

由美國評獎機構MerComm, Inc.主辦的ASTRID Awards於1991年創立，旨在嘉許傑

出的設計作品。其評審團由來自不同國家的著名設計師、藝術總監及平面藝術家組成，獲得全球業界的廣泛認可。

無障礙網站獲金獎

自2012年起，本會在官方網站加設無障礙版瀏覽網頁。去年，本會網站進行了系統性更改，以符合《無障礙網頁內容指引》2.0 AA級別標準的要求，進一步協助有特別需要人士獲取消費訊息。

本年度，本會網站榮獲政府資訊科技總監辦公室及平等機會委員會合辦的2016年「無障礙網頁嘉許計劃」金獎。本次已是消委會自2013以來連續第4年再獲殊榮，進一步肯定了本會在確保所有人士皆能在公平、無障礙網上環境中獲取消費者資訊而付出的努力。



The Ombudsman's Awards 2015

Two staff members of the Complaints and Advice Division Ms Katherine Fung, Senior Complaints and Advice Officer, and Ms Angeline Hon, Complaints and Advice Officer were presented with the Ombudsman's Awards 2015 in recognition of their outstanding performance in customer service and complaint handling.

Words of Thanks

During the year, our staff have received numerous letters of appreciation from consumers who sought assistance from the Council.



The Council is very grateful to the members of the public for putting their trust in our service, and a team of professional staff who served consumers with genuine care.

申訴專員嘉許獎2015

本會兩位投訴和諮詢部職員 — 高級投訴及諮詢主任馮玉容，與投訴及諮詢主任韓燕茵雙雙獲頒2015年「申訴專員嘉許獎」，以表彰她們客戶服務和處理消費投訴的卓越表現。

感謝函

本會在年內接獲不少曾獲本會協助消費者的感謝函。

我們衷心感謝市民對本會的信任，亦藉此機會向本會的專業團隊表示由衷謝意。

It means a lot when someone shows they care in such a thoughtful way!

本人現年七十三歲，由於我與電訊公司在溝通方面的誤會，造成在交費方面問題的矛盾。但在您會職員不辭辛苦，不怕麻煩主動聯絡，多方聯繫，現已得到圓滿解決。

It's with immense pleasure that I inform you that I have received the amount specified in my bank account. I truly appreciate your efforts on this case, and for restoring my faith in justice. I had lost all hope when I returned home with the bitterest feelings towards Hong Kong for the experience we had. However even after I had written to you little did I know that action would be taken and with such efficiency.

I want to thank you and the whole council, once again, for handling our case with such incredible efficiency. Thank you all for your patience and help in resolving the issue. I am so thankful to you and your dedicated staff.

Looking forward to visiting your city again soon to bring back some nicer memories this time!

非常感謝你們為我解決了換貨的問題！日前我已收到換貨，使用良好，對此我非常滿意！感謝你們多次來回的協調！事情才能又快又好的解決，真的非常感謝！也真正感受到消委會為人民服務、不推諉、積極認真負責、為實事的工作態度。在此，向消委會點100個讚！多謝個案主任盡心盡力幫忙！討回應得款項，萬分感激！

I am writing to you to express my sincere appreciation and thanks to your staff, who helped me successfully negotiate with the trader, resulting in my receipt of a new mechanical watch. Without the help of your staff and the Consumer Council, it is very difficult for regular citizens like me to negotiate with such big retail shops that typically just ignore customers' reasonable requests.

Thanks for your help the Consumer Council.

