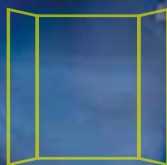


COMMENDATIONS AND COMPLIMENTS

嘉許與感謝



The Ombudsman's Awards 2016

Mr Peter SO Pui-tong, Senior Complaints & Advice Officer and Ms Joanne LEUNG Wai-ching, Complaints & Advice Officer, were presented with the Ombudsman's Awards 2016, in recognition of their exceptional performance in customer service and in their handling of consumer complaints.

Words of Thanks

Throughout the year, grateful consumers, sent letters of appreciation to the Council's staff. The Council is gratified by the positive response from consumers, for putting their trust in our team of professional staff who took great care in serving them.

2016申訴專員嘉許獎

本會高級投訴及諮詢主任蘇沛棠先生與投訴及諮詢主任梁慧貞女士，同時獲頒發2016年度申訴專員嘉許獎，以表揚他們在客戶服務及處理消費者投訴時的優秀表現。

感謝函

年內，本會員工接獲不少消費者的致謝函。我們衷心感謝市民給予本會的讚賞，以及對一班曾為他們細心服務的專業團隊之信任。





The Council was honoured to receive recognition of its dedicated service to the community, earning the Ombudsman's Award for 2016, and drawing innumerable compliments from consumers who had sought assistance from the Council during the year.

很高興本會的工作獲得社會認同，年內，除獲得2016申訴專員嘉許獎外，亦收到眾多曾獲本會協助的消費者來函道謝。

Below are examples taken from hundreds of appreciation messages from consumers:
以下摘自數百封來自消費者的感謝信內容：

本人是已年近77歲的獨居老翁，在2014年前往美國探望兒孫時，托運行李背囊被打開失竊。經歷了一年多，航空公司還沒有實在的解決方法，朋友遂提議我請消委會幫忙。我在渺茫中踏進消委會，職員耐心聽了我把過程陳述，又細心看了我呈上的文件，迅速把文件轉交主任。我不再失望，而是很有希望。這一年多來，主任在百忙中都抽空接見我，鼓勵支持，還指引我去小額錢債審裁署申告，結果獲得解決。我深心領略到香港消委會是為弱勢社群發聲，替草根階層解困，這種優良品格值得我們老人讚揚。她們不畏煩鎖、不畏勞累，是值得推崇的。

Thanks for your great effort on follow up the case. It was settled by full refund from the furniture shop. This is the first time to make complaint through the council but is a grateful experience. Your detail and thorough explanation on the process make the innocent consumer learns a lot about their right. With you & the council help, the case can settle in a prompt manner. This is the quickest & positive response I ever received from the furniture shop.

Once again, highly appreciate you & the council's work has been done in this case.

非常多謝你跟進，雖然今次調停未能成功，但從過程中本人深深感受到貴會的專業和熱心，絕非官僚機構。雖然我對對方不願承認錯誤感到遺憾和缺乏承擔感到可惜，但我相信對方亦非刻意誤導消費者，我亦發覺對方可能因你的積極跟進已在合約上有所改進，避免不必要的爭拗，其實已是貴會之成功。

Appreciation for professional advice from your staff, Complaint and Advice Officer. He provides a bridge between the Company and me for nearly a year. He tries his best to help me for the claim. Moreover, he suggests me to transfer the case to Customs and Excise Department and let the Department investigate whether or not the sales girl gives a bad sales skill to persuade me to buy merchandise.

I thank for the colleagues make a great contribution to Hong Kong through the Consumer Council and keep silent serve the citizen of Hong Kong.

全因閣下及貴會努力不懈與該公司斡旋，終能成功調解此個案，本人亦滿意該公司的安排。貴會全人在有限的資源及法定權力下，克盡己職，為消費者爭取合理權益，本人深表謝意。