

# COMMENDATIONS AND COMPLIMENTS

## 嘉許與感謝

The Council is highly encouraged by the commendations and complimentary letters received from the public. These commendations and compliments reflect and reinforce the level of service the Council provides, and serve to boost staff's morale and pride in their mission to protect and empower consumers.

公眾的嘉許與感謝函是本會的推動力。這些嘉許及感謝函件，反映和肯定本會提供的服務水平，同時有助鼓勵士氣，使員工對參與維護消費權益及提升消費者自我保護能力之工作倍感自豪。



## The Ombudsman's Awards 2019

The Council was honoured for its staff to receive the Ombudsman's Awards, for the seventh straight year in 2019. Ms Elli LAM Man-chee, Complaints & Advice Officer, was presented with the Award this year in recognition of her exceptional performance in customer service and handling consumer complaints.

### 2019 申訴專員嘉許獎

年內，本會再次有職員獲得申訴專員嘉許獎。投訴及諮詢主任林敏芝女士獲授予獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續7年有員工獲頒此獎，本會與有榮焉。



## Words of Thanks

The Council is grateful for the positive feedback from consumers who put their trust in our professional staff. Following are some excerpts:

(Note: The following messages from complainants have been edited to enhance readability and comprehension)

### 嘉許函

本會感謝消費者的正面回應，對本會專業全工的信賴。嘉許函節錄如下：

(注意：以下訊息均來自向本會求助的投訴人，內容經過編纂以便閱讀和理解)

首先，十分感謝李先生、熱線接待人員以及香港消費者委員會的幫忙，能夠讓我一個初來香港、不知所措的大陸遊客能够在陌生的地方快速地解决这么棘手的问题；其次，李先生良好的态度和快速解决问题的态度，让我倍感欣慰；最后，衷心的祝愿李先生以及全体的香港消费者委员会工作人员工作顺利，身体健康，也希望香港的购物环境能够越来越好，谢谢！

感謝各位消委會同工的幫忙，本人已收到XX停車場的回覆及致歉。由本人開始與對方交涉，經三周仍未果。但經貴會的幫忙，本人於一週內便能解決事件，足見貴會同工盡心盡力跟進投訴。除蘇先生的迅速跟進與回覆，本人亦特別感謝回覆查詢及落案之同工吳小姐，她非常細心，除清楚解答本人疑難外，亦為本人的情況提供合適的意見，足見貴會團隊之專業、可靠。再一次感謝貴會之幫忙，期盼日後貴會能繼續努力保護消費者權益。

致消委會韓小姐：  
萬分感謝你的幫忙，亦感恩有貴會的協助，我媽才能追回大部分的款項。  
對於我媽來講，這部分的心理壓力終於可釋放，雖然她仍需繼續接受精神治療。同時亦麻煩你代我向你的上司及鄭先生講聲：十分感謝他們的幫忙！  
這件事令我們一家（除了我爸）非常震驚，過程亦感到很大的壓力，間中留意到不良銷售手法的新聞，從沒有想過會發生自己家人身上，感受「切膚之痛」！所以希望能盡一分力答謝貴會，如你們在日後的活動上需要義工協助，我非常樂意幫忙。  
最後，再次向你們就聲：萬分感謝！！



趙雅詩女士  
對您如此迅速地接受我們投訴，過程理性務實對解決分歧，維護我們消費者的正當權益，深表感謝！  
2019/9/10  
消費者投訴人 趙雅詩

致消費者委員會  
黃漢威先生  
衷心向你說聲「感謝你！」  
在你的「用心」幫助下，  
使個案得以調解，  
使我及家人生活重回正軌，  
再次說聲「感謝你！」  
值得表揚。  
粵華人及家人  
個案編號：XXXXXXXXXX

Dear CONSUMER COUNCIL  
(0-137)  
Thank you very much.  
本人投訴... 通過消委會調停後，  
雙方願意和解取回貨品。  
謝謝消委會委員及會同同事幫忙，  
祝各位同事工作順利身體健康。  
上  
檔號：XXXXXXXXXX  
20/6/2019

I am writing this letter of compliment to Mr LI of the Complaints & Advice Department. I bought an airsoft product in a shop in Hong Kong earlier this January. The product was somehow not working but the shop staff still refused to exchange or refund. I then approached the Consumer Council for assistance. It was believed that my case was solely followed by Mr. LI who was very responsible and reliable. He kept me updated on the progress of the case and responded to my concern attentively. Mr LI did his best to help me and negotiated with the shop to get my money refunded successfully. He was doing a great job in protecting the rights of consumer. I am not any bigwig and the amount involved in the case is not significant but I truly want to thank Mr LI from the bottom of my heart.

Earlier in March 2020, I made a complaint to the Consumer Council concerning a travel agent. During the negotiation process, I felt the patience and caring attitude of your staff (Miss CHEUK and Mr. SO) who demonstrated a high level of professionalism and swiftly responded to my case. Eventually the concerned travel agent settled the case with me which I found it satisfactory. It demonstrated that the Consumer Council is an efficient and reliable organization in helping consumers in Hong Kong. Once again, thank you very much.