



RESOLVING DISPUTES BETWEEN CONSUMERS AND BUSINESSES

調停消費者與 營商者之間的糾紛

Complaints and Enquiries Received

Complaints and enquiries are received via telephone, fax, postal mail or the internet. During the year, a total of 85,702 enquiries and 25,039 complaints were received, representing a 10% and 7% decrease respectively, compared with figures in 2015-16.

58% of complaints were lodged in writing or via the internet, while most of the enquiries (86%) were received by telephone⁶.

Complaints Statistics Breakdown

The reduction of complaints occurred mainly in 2 categories: Furniture & Fixtures and Travel Matters. Complaints related to Furniture & Fixtures decreased 61% from 2,308 last year to 893 in 2016-17, whereas the figures related to Travel Matters fell 26% from 2,632 to 1,950.

投訴及諮詢

本會透過電話、傳真、郵寄及網上接收消費者的諮詢及投訴。年度內，本會共接獲85,702宗消費諮詢及25,039宗消費投訴，較2015-16年度分別下跌10%及7%。

接獲的投訴個案中，58%透過書面或網上提出；而消費諮詢方面，則大部份(86%)經由電話熱線接獲⁶。

投訴數據統計

年內消費投訴的跌幅主要來自傢俬及旅遊事務兩大消費類別。當中涉及傢俬的消費投訴錄得893宗，相比2015-16年度的2,308宗，大幅下跌61%；而有關旅遊事務的投訴，則由上年度的2,632宗減至1,950宗，下跌26%。

⁶ See inside back cover for contact information of Consumer Advice Centres. 消費者諮詢中心之聯絡資料詳見於封底內頁。



When disputes arise between consumers and traders, the Council seeks redress for consumers through conciliation, with a view to helping both parties develop mutually acceptable agreements.

當消費者與營商者出現糾紛，消委會致力協助雙方透過調停達至雙方滿意的和解方案。

Despite the overall declining trend, complaints concerning Telecommunication Equipment rose 8% to 1,775 cases and complaints related to Recreation/Health Clubs increased 173% to 1,673 in 2016-17.

Although the Council is not given any law enforcement power, the Council was able to achieve a high resolution rate of complaint cases through conciliation, namely 74% of cases with pursuable grounds in 2016-17 (See Fig. 4). In cases where traders refused to settle or offer redress, complainants, generally, were counselled to seek redress through other channels, including civil litigation.

Top 5 Consumer Complaints

1. Telecommunication Services

Telecommunication Services remained at the top, with 3,122 complaints in 2016-17. Notwithstanding the prevalence of complaints concerning this sector, the number reflected a new low in recent years, falling by 13% when compared with 2015-16. The bulk of the complaints were related to billing disputes (47%) arising from mobile phone service plans, internet service contracts and mobile data

儘管整體投訴數字有下跌趨勢，但個別範疇的投訴則錄得升幅，針對通訊用品的投訴數字達1,775宗，較上年度增加8%；而有關健身會的投訴在2016-17年度更顯著上升至1,673宗，升幅高達173%。

本會雖沒有執法權力，但本會的調停成功率十分理想，2016-17年度74%之可跟進個案經本會調停後獲得解決(見圖四)。對於商號拒絕和解或提出補償的個案，本會會建議投訴人考慮訴諸其他途徑，包括民事訴訟。

首5位消費投訴

1. 電訊服務

有關電訊服務的投訴仍居榜首，於2016-17年度共錄得3,122宗。雖然此消費類別的投訴仍屢見不鮮，但已較去年度下跌13%，投訴數字更創近年新低。當中相當部份涉及手機服務合約、互

charges. Complaints about service quality (e.g. slow transmission, connection failure, and insufficient customer support) accounted for 25% of the complaints.

2. Travel Matters

Complaints relating to Travel Matters dropped to 1,950 cases, a 26% decline over 2015-16. Among them, over 60% were related to air tickets and airline services. The remaining 20% concerned hotel bookings, travel tours, and hotel-air ticket packages. The complaints were mostly about quality of services (42%), price disputes (30%) and late or non-delivery of service (15%).

3. Telecommunication Equipment

Telecommunication Equipment drew the third highest number of complaints, with 1,775 cases, an increase of 8% over the previous year. 43% of the complaints arose from repair and maintenance of mobile phone sets. Complaints related to phone safety grew over 6 times to 191 cases in 2016-17 as a result of the battery failures of a new smartphone model that ultimately was recalled globally by the manufacturer.

4. Electrical Appliances

Fourth on the list were complaints regarding Electrical Appliances numbering 1,751, a slight drop of 2% over the year before. Repair and maintenance (37%) and quality of goods (27%) were the main areas of dispute within this category.

5. Recreation/Health Clubs

Recreation/Health Clubs ranked fifth, with 1,673 cases highlighted by a significant increase in complaints resulting from the closure of a large chain of fitness centres. As a whole, 60% of the complaints were related to shop closure and 16% to sales practices.

Trends of Consumer Complaints

Growing Concern over Internet Transactions

Although complaints related to online shopping declined, from a high of 5,404 cases (2014-15) to 3,462 (2015-16) and further to 3,102 cases this year, the variety of product/services and the mode of online transaction have evolved rapidly which brought great challenges to the Council's work of conciliation. Travel and Accommodation recorded the highest level of dissatisfaction among the online shoppers, with 965 cases of complaints filed; followed by Personal Care Products (233 cases). Cases related to Storage/Postal/Courier Services rose to 200 cases, an increase of 228% compared to last year.

3,102
Online Shopping
Complaints
網上消費投訴

聯網服務合約及流動數據收費等爭議(47%)；另外25%投訴則涉服務質素，例如數據傳送速度緩慢、網絡失效及客戶支援不足等。

2. 旅遊事務

有關旅遊事務的投訴雖然較2015-16年度下跌26%，但仍錄得1,950宗，位列第二。超過60%的個案涉及機票銷售及航空公司服務，其餘約兩成涉及酒店預訂、旅行團及機票連酒店套票。引起消費者不滿的問題主要是關於服務質素(42%)、收費爭拗(30%)、及延誤/無法提供服務(15%)。

3. 通訊用品

位列第三的是涉及通訊用品的投訴，個案較去年度上升8%，共有1,775宗。當中43%乃由於消費者不滿手機維修及保養服務所致。於2016-17年度，因一款智能手提電話出現電池安全問題，結果導致涉及手機產品安全的投訴個案飆升6倍，達191宗。

4. 電器用品

涉及電器用品的投訴則位列第四，共錄得1,751宗，較去年輕微下跌2%，此類投訴主要涉及維修及保養服務(37%)和產品質素(27%)問題。

5. 健身會

受一間連鎖健身中心結業影響，投訴健身會的個案去年度飆升至1,673宗，使其躋身第五位。當中60%的個案涉及店舖結業，16%的個案則投訴銷售手法。

消費投訴趨勢

網上交易關注日增

雖然涉及網上消費的投訴逐漸回落，由高峰期5,404宗(2014-15年度)，下降至2015-16年度的3,462宗及本年度的3,102宗，但是其貨品和服務類別，及經營模式變化急速，給本會的調停工作帶來挑戰。最多消費者不滿的網上消費類別為旅遊事務及住宿，年內共接獲965宗投訴；其次是網購個人護理物品，共233宗。本年度網上消費的投訴中，涉及儲存/郵寄/速遞服務的個案升至200宗，升幅高達228%。

There were 178 complaints related to online shop closure, 6 times higher than in 2015-16, and 858 cases about late/non-delivery/loss of goods, accounting for 28% of all internet complaints. The sudden closure of BeeCrazy in June 2016, coupled with the rapid growth of online stores and online sale through social media, intensified the problems of late/non-delivery/loss of goods. Abrupt closure of online stores or loss of goods in transition often leave consumers unprotected, as usually full payment was made prior to the delivery of goods or services.

年內，本會接獲178宗涉及網店結業的投訴個案，較2015-16年度高出6倍；而涉及送貨延誤/未能送達/失件等共有858宗，佔網上消費投訴總數28%。隨著近年社交平台的網上交易迅速增長，加上BeeCrazy於2016年6月突然結業，令網購所衍生之送貨延誤/未能送達/失件等問題更形嚴重。由於網購消費者一般在收取貨品或享用服務前已繳付全數款項，一旦網上商店結業，消費者便沒有保障。

Fig. 1 Numbers of Complaints in the Past 3 Years

圖一 過去3年接獲的投訴數字

Year 年份	2016 - 17	2015 - 16	2014 - 15
Total no. of complaints 投訴個案總數	25,039	26,793	29,547

Fig. 2 Top 10 Consumer Complaints on Industries in 2016-17

圖二 2016-17年度首10位涉及消費投訴行業

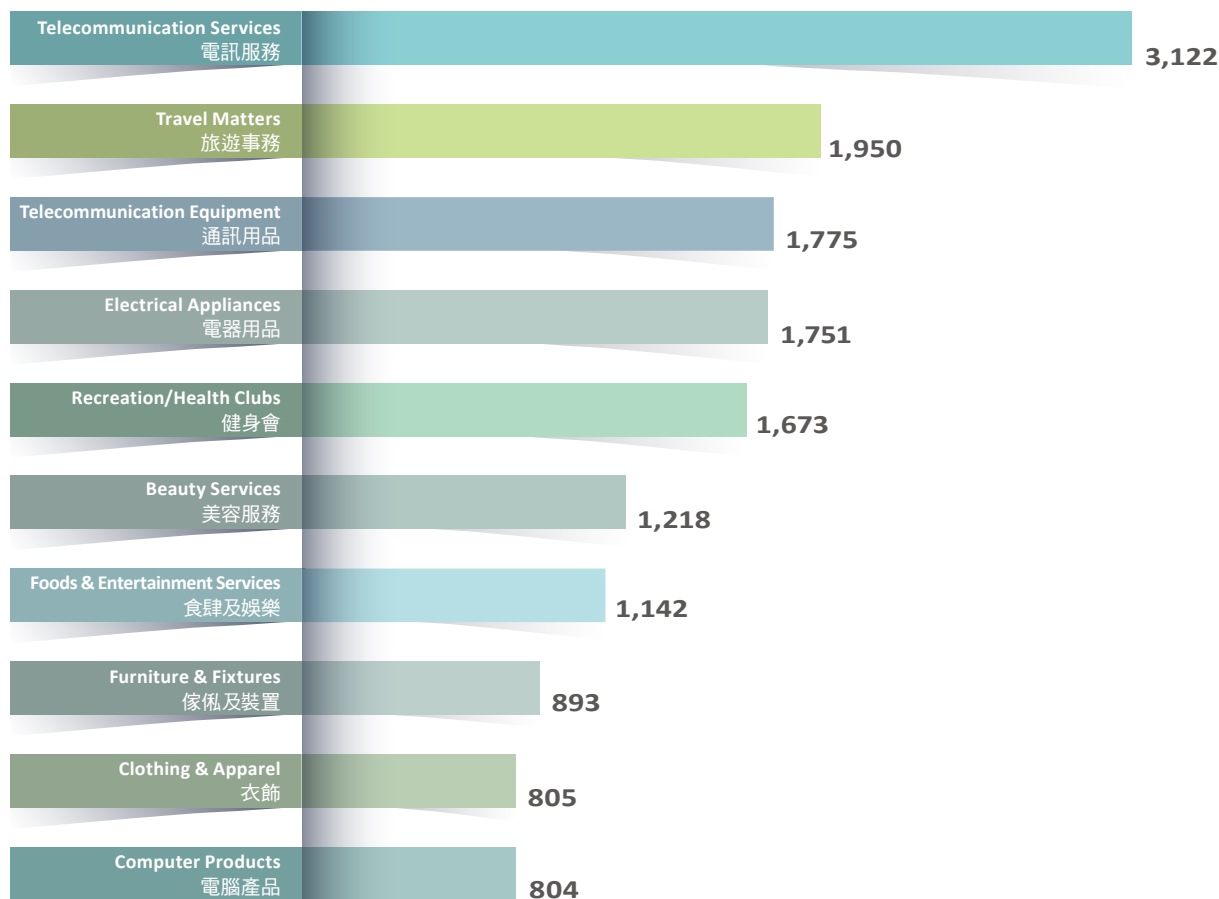


Fig. 3 Nature of Consumer Complaints in 2016-17

圖三 2016-17年度接獲投訴性質

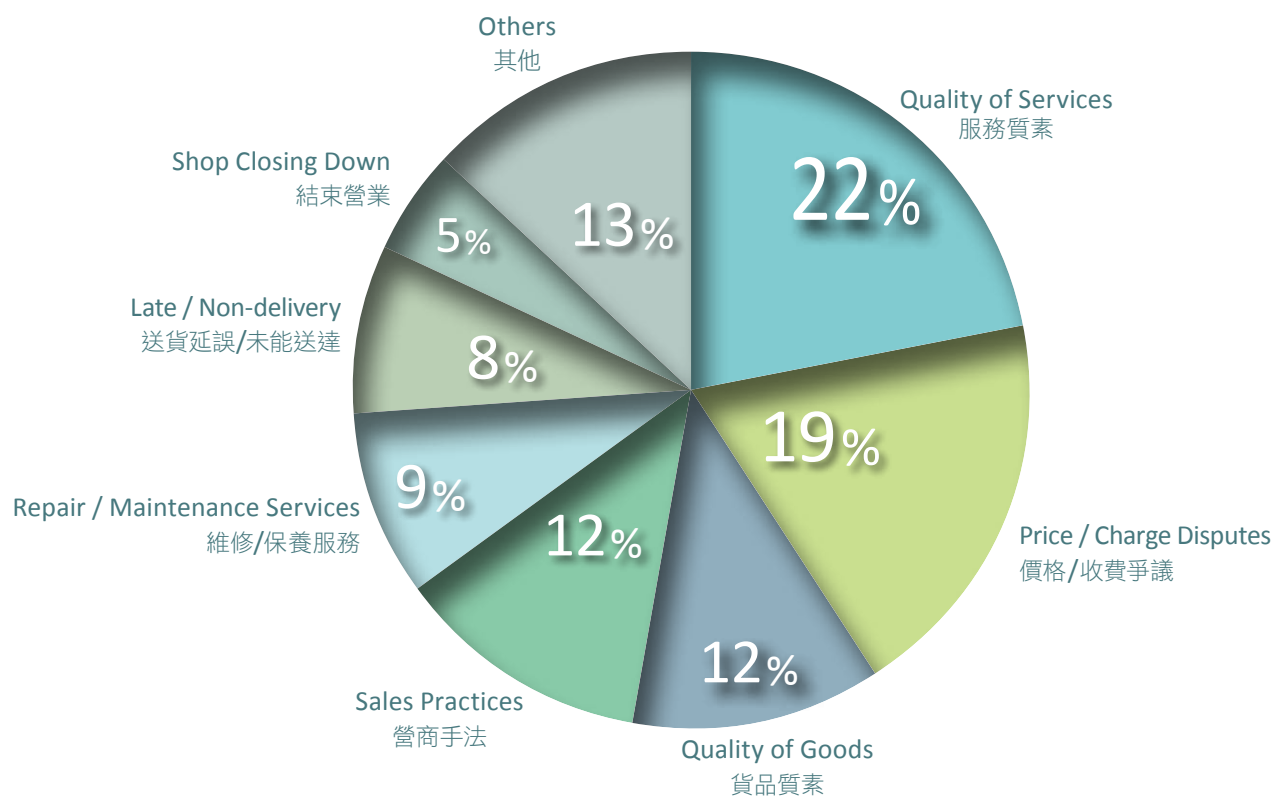


Fig. 4 Resolution Rate of Cases with Pursuable Grounds in 2016-17

圖四 2016-17年度調停成功率

Total no. of cases received 接獲投訴總數	25,039
No. of cases with pursuable grounds 可跟進的投訴個案 ⁷	16,225
No. of cases in progress 仍在跟進中的個案	2,070
No. of cases resolved 獲得解決的個案	10,479
Resolution rate 調停成功率	74%

⁷ Anonymous complaints, cases with insufficient information, and complaints outside the Council's terms of reference are in general non-pursuable.
匿名投訴、資料不足，及在本會工作範圍以外的投訴，一般情況下屬未能跟進的個案。

Tourist Complaints Continue to Decline

The number of complaints from tourists received by the Council has fallen for 2 consecutive years. In 2016-17, the tourist complaints fell by 13%, compared with those of the previous year, to 2,062 cases. Complaints filed by Mainland tourists accounted for about 75% of the complaints. While the number of Mainland tourists visiting Hong Kong dropped 7% in 2016, complaints filed by Mainland tourists declined 19%, to 1,529 cases.

The most common tourist complaints were related to expensive Chinese Herbs/Ginseng (281 cases). An increase of complaints was recorded with regard to Personal Care Products (+58%), Accommodations (+43%) and Electrical Appliances (+43%).

Although complaints about sales practices (563 cases), remained at the top of the list of the nature of tourist complaints, the number represented a 36% decline over last year. A 33% drop was recorded for Chinese Herbs/Ginseng while a substantial drop of 70% was recorded for Medicine/Health Food. The figure may signify an improvement attributable to the collaborative efforts of the Customs and Excise Department and the Council to strengthen protection for consumers against unfair trade practices.

旅客投訴持續下跌

本會於年度內共接獲2,062宗訪港旅客投訴，總數較上年度下跌13%，已連續兩年錄得跌幅。其中內地旅客的投訴約佔整體7成半。不過隨着內地旅客訪港數目於2016年下降了7%，涉及內地旅客的投訴亦較上年度減少19%至1,529宗。

本會接獲的旅客投訴中，涉及購買昂貴的中藥材/人參仍佔最多(281宗)。其他升幅較大的消費類別分別是個人護理產品(+58%)、住宿(+43%)及電器用品(+43%)。

投訴性質方面，雖然針對商戶營商手法的投訴仍然高踞首位(563宗)，但較上年度下跌了36%。當中涉及中藥材/人參的投訴下跌33%；而涉及藥品/保健食品則下跌70%。投訴下跌相信與本會和香港海關緊密合作打擊不良營商手法有關。

Naming of Malpractice Traders

By way of “name and shame”, in April 2016, the Council expressed strong disapproval of the aggressive and misleading trade practices adopted by a fitness centre chain – California Fitness, in the sale of membership and personal training lessons. The complaints received by the Council showed that both existing members and new customers of the chain fell prey to the malpractices such as heavy handed sales pressure from the staff, resulting in financial losses and mental distress to consumers. In view of this serious situation and to prevent further consumer entrapment, the Council decided to name and sanction California Fitness publicly. It was the first time the Council sanctioned a fitness centre by naming for malpractice.



Besides the press announcement, the Council produced a video as an alert to the public against the malpractices of the fitness centre. 除召開記者會外，本會特別攝製短片，向公眾揭示健身中心慣用的不良營商手法。



點名公布不良商戶

於2016年4月，本會以公開點名的形式，譴責連鎖健身中心California Fitness以威嚇及誤導的營商手法銷售健身會籍及私人教練課堂。本會收到的投訴顯示，無論是現有會員或新客戶，均成為被職員威嚇硬銷的對象，令他們蒙受金錢及精神上的損失。鑑於本會認為情況嚴重及為免更多消費者誤墮陷阱，遂決定向其作出公開譴責。此乃首次有健身中心遭本會公開點名譴責營商手法不良。