



RESOLVING DISPUTES BETWEEN CONSUMERS AND BUSINESSES

調停消費者與營商者之間的糾紛

Complaints and Enquiries Received

The Council received 82,831 enquiries and 25,858 complaints during the year under review, representing a 3% year-on-year (YoY) decrease and a 3% YoY increase respectively. Some 85% of all enquiries were received by telephone while 57% of complaints were lodged in writing (by fax, mail and email) or via the internet⁶.

Complaints Statistics Breakdown

The wide publicity and deterrence generated by the Council's naming of a fitness centre for malpractices in 2016-17 has resulted in a significant reduction of complaints against Recreation/Health Clubs from 1,673 in 2016-17 to 853 in 2017-18 (of which 321 cases were due to business closure). The total number of complaints during the year edged up a slight 3%, from 25,040 in 2016-17 to 25,858 in 2017-18, with notable increases in the Travel Matters (34%), Foods & Drinks (29%), and Clothing & Apparel (24%).

The Council was able to chalked up a remarkable rate of success in the resolution of complaint cases by means of conciliation – 73% of cases with pursuable grounds during the year (See Fig 4). In cases in which traders refused to co-operate through settlement or redress, the complainants were advised to seek for recompensation via other channels, including civil legal action.

投訴及諮詢

年內，本會共接獲82,831宗消費諮詢及25,858宗消費投訴，較2016-17年度分別下跌3%及上升3%。當中85%的消費諮詢經由電話熱線接獲，57%的消費投訴則經書面透過傳真、郵寄或互聯網提出⁶。

消費投訴統計

於2016-17年度，本會公開點名譴責一所健身中心，令關於健身會的投訴由1,673宗回落至2017-18年度853宗，當中321宗涉及健身中心結業，這可歸因於點名行動的廣泛宣傳對相關不良營商手法起到阻嚇作用。2017-18年度整體消費投訴數字較去年略升3%，由25,040宗增至25,858宗，增幅較明顯的行業類別是旅遊事務（34%）、食品及飲品（29%）及衣飾（24%）。

本會雖然沒有執法權力，但調停成功率相當理想，2017-18年度有73%之可跟進的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，以尋求補償。

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。

Though the Council is not a law enforcement agency nor vested with any investigation power, it operates a highly accessible consumer complaints service to seek redress on behalf of aggrieved consumers by means of conciliation, through which disputes are resolved by mutually acceptable agreements. Equally important is the Council's function of keeping tabs on the marketplace for trends and practices detrimental to consumer rights and interests, and of taking timely measures through consumer alerts or recommending law enforcement action to counter such practices.

消委會既非執法部門，亦沒調查權力。然而，本會為消費者提供非常便捷的投訴服務，透過調停，協助受到不公平對待的消費者，尋求爭議雙方均能接受的和解方案。同樣重要的是，本會緊貼市場潮流，監察營商手法的轉變，若發現消費者權益受損，本會將適時採取諸如向公眾發出消費警示、配合執法行動等措施。

Top 5 Complaint Categories

1. Telecommunication Services

Telecommunication services continued to attract the most complaints, with 3,157 cases, a slight YoY increase of 1%. The dominant complaints involved price disputes (43%) over mobile phone service plans, internet service contracts and mobile data charges, followed by service quality (27%) in respect of slow transmission, connectivity failure and customer support.

2. Travel Matters

Complaints relating to Travel Matters totalled 2,609 cases, with a sharp increase of 34% increase YoY. Air tickets and airline services accounted for the main bulk of the complaints (61%) in this second-highest category, with hotel bookings, tours, hotel and air ticket packages comprising a distant 24%, bringing to a total of 85%. The complaints were mostly about the quality of service (34%), price disputes (26%), and late/non-delivery of services (17%).

3. Electrical Appliances

The third most common complaint category was electrical appliances, with 1,732 cases, down a slight 1% YoY. Repair and maintenance service (38%) and quality of goods (28%) were the main areas of dissatisfaction.

首5位消費投訴

1. 電訊服務

有關電訊服務的投訴繼續居於榜首，2017-18年共錄得3,157宗，較2016-17年度微升1%。當中多數涉及手機服務合約、互聯網服務合約及流動數據收費等價格爭議(43%)，其次是服務質素(27%)如數據傳送速度緩慢、網絡失效及客戶服務支援不足等。

2. 旅遊事務

旅遊事務的投訴本年度有2,609宗，較2016-17年度激增34%，位列第2。其中，有關機票銷售及航空公司服務投訴的個案佔大多數(61%)，而涉及預訂酒店、旅行團及機票和酒店套票等的個案佔24%，兩者合共佔此類別投訴85%。引起消費者不滿的問題主要是服務質素(34%)，價格爭議(26%)及延誤/無法提供服務(17%)。

3. 電器用品

電器用品的投訴較去年度微跌1%，有1,732宗，主要涉及修理/維修服務(38%)和產品質素(28%)問題。

4,427
online shopping
complaints
網上消費投訴

4. Telecommunication Equipment

With a notable decline of 27% YoY, telecommunication equipment was the fourth most common complaint category with 1,289 cases. Nearly half of the complaints (45%) concerned repair and maintenance of mobile phone handsets. However, while there was a drop in the total number of complaints for telecommunication equipment, there was a steep 181% upsurge in the number of complaints about offers of free gifts/discounted goods.

5. Foods & Entertainment Services

There were 1,227 cases in this category during the year, placing it on the top 5 list for the first time. The most common complaints involved Public Performance and Sport Games, which rose a substantial 91% and 88% respectively. In addition, there was a whopping 227% increase in complaints about Variation/Termination of Contract disputes.

4. 通訊用品

通訊用品的投訴位列第4，共錄得1,289宗，較2016-17年度下跌27%，跌幅明顯。約一半（45%）投訴個案涉及消費者對手機修理/維修服務的不滿。雖然這類型的整體投訴數目下降，但關於禮品派送/折扣商品的投訴卻錄得高達181%的升幅。

5. 食肆及娛樂

食肆及娛樂的投訴首度列於前5位，共錄得1,227宗。當中以涉及公眾娛樂表演及體育比賽的升幅最大，分別上升91%及88%。此外，涉及更改/終止合約的個案升幅亦高達227%。

Fig 1 Numbers of Complaints in the Past 3 Years

圖一 過去3年的投訴數字

Year 年份	2015 - 16	2016 - 17	2017-18
Total no. of Complaints 投訴個案總數	26,793	25,040	25,858

Fig 2 Top 10 Consumer Complaints on Industries in 2017-18

圖二 2017-18 年度首10位涉及消費投訴行業

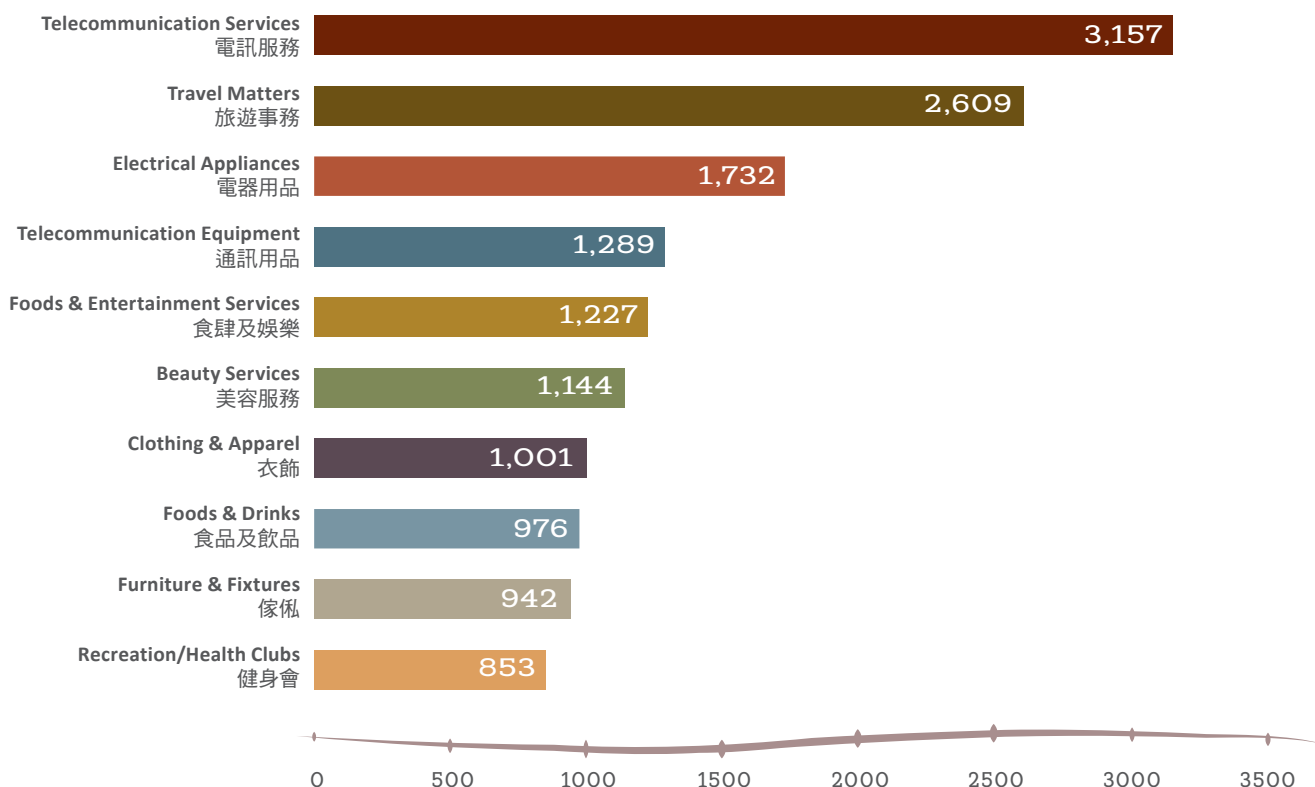


Fig 3 Nature of Consumer Complaints in 2017-18

圖三 2017-18 年度投訴性質

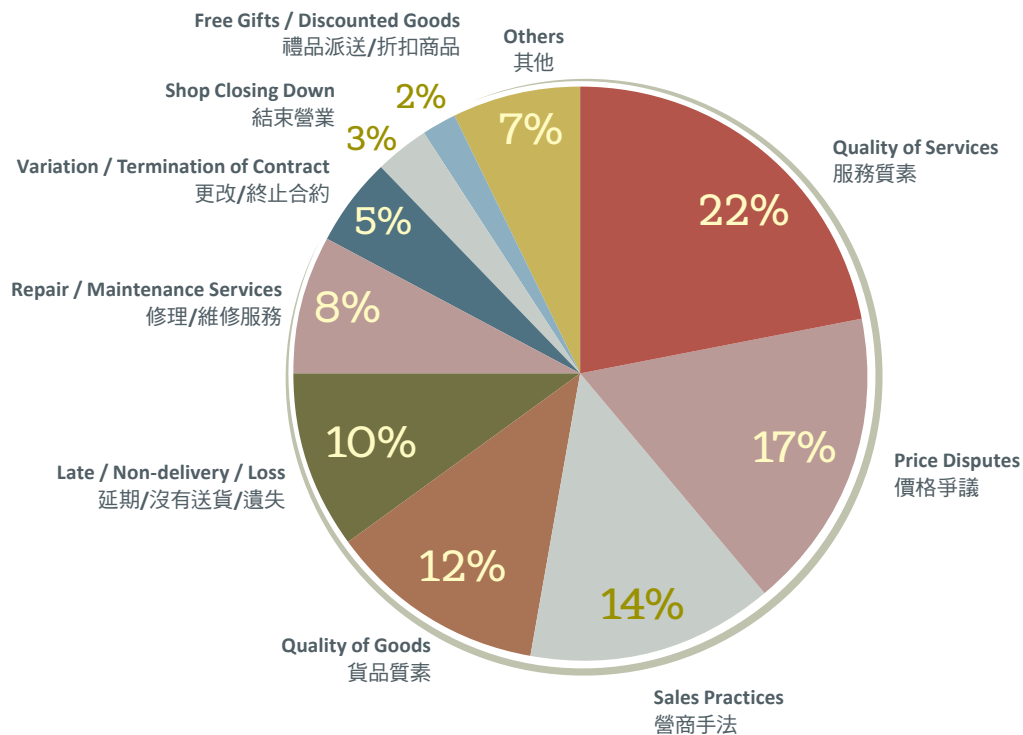


Fig 4 Resolution Rate of Cases with Pursuable Grounds in 2017-18

圖四 2017-18年度調停成功率

Total no. of cases received 投訴總數	25,858
No. of cases with pursuable grounds 可跟進的投訴個案 ⁷	17,558
No. of cases in progress 仍在跟進中的個案	2,063
No. of cases resolved 獲得解決的個案	11,247
Resolution rate 調停成功率	73%

Trends of Consumer Complaints

Resurgence in Tourist Complaints

On the rise again were tourist complaints, with 2,826 cases, representing a 37% YoY increase. Almost 80% of the complaints were lodged by Mainland tourists largely over sales practices (622 cases) including Late/Non-Delivery of services and Variation/Termination of Contract, with a dramatic 441% and a high 133% increase respectively.

消費投訴的趨勢

訪港旅客投訴再次上升

本年度訪港旅客的投訴數字亦錄得上升，本會共接獲2,826宗相關投訴，較2016-17年度上升37%，當中近八成投訴來自內地旅客，主要針對營商手法（622宗），投訴延誤/無法提供服務及更改/終止合約，升幅分別高達441%及133%。

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、個案資料不足、及在本會工作範圍以外的投訴，在一般情況下屬未能跟進的案件

Common among the subject matters of tourist complaints were Travel Matters (341 cases), followed closely by expensive Chinese herbs/ginseng (312 cases) and Jewelleries (241 cases). There was rapid growth in the number of Medical Services complaints from Mainland tourists (478 cases) in the wake of a shortage of specific vaccinations at some clinics and medical organisations in Hong Kong, which had actively promoted such vaccination service to the Mainlanders through agents, but were unable to secure the vaccines to perform the service as scheduled.

Online Shopping Disputes on the Rise

With e-commerce expanding at a rapid speed, consumers shopping online was also fast on the rise. This has brought on a new level of complaints against online shopping to 4,427 cases, an increase of 43% YoY. Leading the complaints in this category were Travel & Accommodation (1,441 cases) and Late/Non-delivery/Loss (1,128 cases). Trailing behind were Clothing & Apparel (345 cases), and Storage, Postal & Courier Services (319 cases).

Of particular concern was the rapid rise in online shopping complaints in: Variation/Termination of Contract (290%), Sales Practices (198%), and Suspected Spurious Goods (149%).

Naming Sanction

In September 2017, the Council named a time-share marketing company – Great Time Universal (HK) – for persisting undesirably aggressive and misleading trade practices in the sale of expensive vacation club memberships. Despite the repeated conciliation efforts of the Council, the company had refused to resolve the complaints by providing redress to the consumers. In view of the seriousness of the situation and to prevent further consumer entrapment, the Council had no alternative but to name and shame.

本會接獲的訪港旅客投訴中，以投訴旅遊事務為數最多(341宗)，其次為購買昂貴的中藥材/人參(312宗)及手飾(241宗)。本年度，訪港內地旅客投訴醫療服務的數字急增(478宗)，主要涉及疫苗短缺問題，香港的診所及醫療機構透過中介人向內地消費者積極推介來港接種疫苗，唯因部分疫苗供不應求，最終無法如期提供服務，引致大量投訴。

網上消費投訴與日俱增

電子商貿發展迅速，越來越多消費者經網上購物，亦令涉及網上消費的投訴數字創新高。本年度錄得4,427宗相關投訴，較2016-17年增加43%。投訴較多的類別包括旅遊事務及住宿(1,441宗)、送貨延誤不能交付貨物(1,128宗)、衣飾(345宗)及儲存/郵寄/速遞服務(319宗)。

網上消費投訴中，特別矚目的類別包括：更改/終止合約(290%)、營商手法(198%)及懷疑假貨問題(149%)。

點名公布不良商店

於2017年9月，本會以公開點名的形式譴責 Great Time Universal (HK)，在銷售海外渡假屋會籍計劃時持續使用誤導及威嚇性手法。雖然本會多番努力調停，但該商號仍拒絕向消費者提供任何補償以解決糾紛，為免更多消費者誤墮陷阱，本會最終決定對其營商手法予以嚴厲譴責。

