



COMMENDATIONS AND COMPLIMENTS

嘉許與感謝

The Ombudsman's Awards 2017

The Council was honoured to receive the Ombudsman's Awards 2017, for the fifth consecutive year. Ms Catherine YIP Hung-ping, Complaints & Advice Officer, was presented with the Award this year, in recognition of her exceptional performance in customer service and handling consumer complaints.

Words of Thanks

Throughout the year, grateful consumers sent messages of appreciation about 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 take great care in serving them.

2017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。投訴及諮詢主任葉孔屏女士獲授予獎項，以表揚葉女士處理客戶服務及消費投訴的卓越表現。這是本會連續5年獲頒此獎，與有榮焉。



嘉許函

年內，不少消費者透過讚賞信答謝本會職員，並表達對本會工作的支持及信賴。

Thank you so much for your effort.
I really appreciated your effort for us...
I am impressed by the Consumer Council and
will recommend my acquaintance
to go to Hong Kong.

本人早前去信貴會投訴，獲從速處理，
其間負責的兩位職員除親自致電本人外，
交代事件的電郵非常詳盡，至昨日得以解決。
本人特此鳴謝貴會投訴及諮詢部全體企人，
態度真誠，不辭勞苦為市民服務。
負責職員更因今天要外出開會而在昨日下午前
處理好本人所獲之賠償，其敬業樂業的精神，
實為市民之福。

Dear Ms. Ng
Heartily thanks for your kind assistance
during the time I felt so helpless. As
Christmas is coming, may I take this
opportunity to wish you and your
family a very Merry Xmas!
Best Wishes

The Council is most appreciative of the steady stream of letters, cards and emails from grateful members of the public and complainants alike. They are greatly valued by the Council and its staff, not only for the positive feedback on the service they provided to the public, but also as a boost to their morale and encouragement to pursue their mission to protect and promote consumer interests.

公眾和投訴人不時向消委會送上致謝函、電郵和心意咭，本會深表謝意。這些正面的評價不單肯定了本會和職員所提供的服務，亦提升了員工士氣，激勵本會繼續盡心維護消費者權益的工作。

If not for the intervention of the Consumer Council and your staff's personal handling and assistance on this matter, we would not have gotten anywhere. Thanks in great part to your staff's efficiency, commitment to her work and motivation to help. She was able to mediate successfully between Company A and myself, resulting in a very acceptable resolution to this case. I commend her highly for everything she has done to help, and my family and I are very grateful.

本人在此之前從沒有和政府機構打過交道，印象中公務員態度總是愛理不理，有種「做又三十六，唔做又三十六」的感覺，而且處理程序迂迴複雜，可這次完全改觀，有負責職員有問必答，態度友善，處理手法不偏不倚...本人只是一名普通屋村師奶...要為口奔馳，根本沒有時間和能力與被投訴的美容連鎖公司糾纏下去，就算有道理，也無法比拚，時間拖久了，可能會不了了之。所以本人感謝負責職員是次的幫助！

I am confused if I should make formal complaint and worried to the bad consequences thus having nightmare. Fortunately, your staff provided professional and valuable advice.... Comfort me that I have the right to escalate and in case any degradation of service, Consumer Council can help! Although the call is short, around 10 minutes, advice from your staff is very straight to the point. Like a friend, her advice really goes deep into my heart.thanks for your organisation's promoting customer rights protection.

多謝你們的幫助，在很短時間裡幫我解決問題。非常感謝負責個案的職員，為我爭取到了最大的利益...比我預期的結果更加好，是你們的努力我可以維護到自己的權益，也更相信香港是個法制的社會...。香港能有你們這樣的機構是做為香港人的福氣！謝謝元朗諮詢中心同事溫柔耐心地聽我的投訴，並幫我複印整理資料並快速遞交申請。這是我第二次感受到你們的溫暖。...再次感謝！

Dear 何小姐，
感謝你及康恩協助處理
香港快遞的事件。
在這漫天飛雪的日子，祝願
你及你的家人聖誕節快樂，
每天都會看報紙的朱的
華雪，是紫！

Best wishes
May the infinite love of Jesus
fill your life with hope and your season with joy.
Christmas Blessings to You