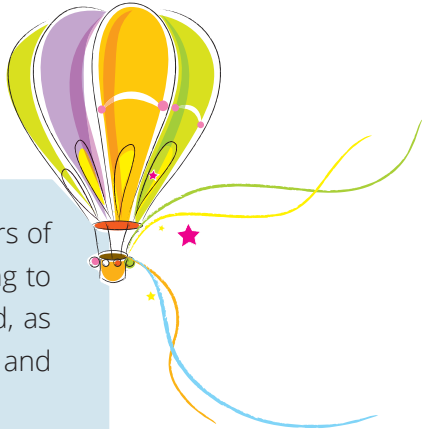


# COMMENDATIONS AND COMPLIMENTS

## 嘉許與感謝



Each year, over hundreds of letters, cards and emails are received from members of the public, thanking the Council for providing useful consumer advice or helping to resolve complaints. These commendations and compliments are highly valued, as they underline the importance of the Council's work and boost the staff's morale and pride in their mission of protecting and empowering Hong Kong consumers.

每年，本會均收到數以百計來自市民的嘉許與感謝函、卡片與電郵，表揚本會為消費者提供實用的建議或協助調解投訴。本會對大眾的嘉許與感謝珍而重之，每一字讚許均反映和肯定本會工作的重要性，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的使命倍感自豪。

### The Ombudsman's Awards 2020

The Council was honoured for its staff to receive the Ombudsman's Awards in 2020, for the eighth consecutive year. Ms. Alfee CHEUNG Wing-man, Complaints & Advice Officer, was presented with the Award this year in recognition of her exceptional performance in customer service and handling consumer complaints.

### 2020 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。投訴及諮詢主任張穎雯女士獲頒獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續 8 年有員工獲頒此獎，本會與有榮焉。



20 | 申訴專員嘉許獎  
20 | The Ombudsman's Awards





## Jockey Club Age-friendly City Partnership Scheme 2020

The Council was awarded a certificate and age-friendly sticker by the "Jockey Club Age-friendly City Partnership Scheme 2020"<sup>14</sup> in recognition of its contribution in promoting an age-friendly culture in Hong Kong through the provision of a host of education initiatives and dissemination of product information relevant to elderly consumers over the years.

### 賽馬會齡活城市「全城·長者友善」計劃 2020

年內，本會獲得賽馬會齡活城市「全城·長者友善」計劃<sup>14</sup>證書及標籤，以表揚本會於信息交流方面，推行長者及年齡友善措施作出的貢獻，特別是本會一直為長者適時提供產品信息和消費警示，以加強他們於消費市場的自我保護能力。



## Gold Certificates in the "Web Accessibility Recognition Scheme 2020-2021"

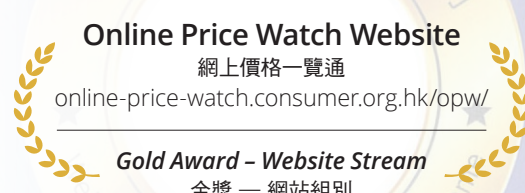
The Council was awarded the Gold Certificates in the "Web Accessibility Recognition Scheme 2020-2021" (WARS 20-21) by the Hong Kong Internet Registration Corporation Limited (HKIRC), in recognition of the Council's commitment to providing a barrier-free online environment to the public. The WARS 20-21 was organised by HKIRC and co-organised by the Office of the Government Chief Information Officer (OGCIO), with the Equal Opportunities Commission serving as an independent advisor.

The Council received a total of 5 awards for its websites and mobile application.

### 「2020 至 2021 年度無障礙網頁嘉許計劃」金獎

本會獲香港互聯網註冊管理有限公司 (HKIRC) 頒發「2020 至 2021 年度無障礙網頁嘉許計劃」(WARS 20-21) 多項金獎，以表揚本會致力為大眾提供無障礙的網絡環境。WARS 20-21 由 HKIRC 主辦、政府資訊科技總監辦公室擔任協辦機構，以及由平等機會委員會擔任獨立顧問。

本會的網站及流動應用程式共榮獲 5 個獎項。



<sup>14</sup> Visit [www.jcacf.hk/en/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html](http://www.jcacf.hk/en/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html) or scan the QR code for details of the scheme. 計劃詳情，請瀏覽 [www.jcacf.hk/tc/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html](http://www.jcacf.hk/tc/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html)



## Words of Thanks

The Council is grateful for the positive feedback from consumers in recognition of the professionalism of our staff. Selected examples are shown below:

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

## 嘉許函

本會感謝消費者對本會員工的專業服務作出正面回應。嘉許函節錄如下：

(注意：以下訊息址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)

尊敬的香港特別行政區林鄭月娥特首：

消費者委員會投訴及諮詢部曾曉欣女士、黃漢威先生：

在您的重視及協調下已獲妥善處理，[ ] 酒店當局收回「逐客令」，同意本人及譚小姐續租 [ ]，於2021年1月21日續簽了租約，我們三人向您們致以衷心的感謝！

我先生中風之後，大腦沒有以前醒目，表現較遲鈍，帶佢出街突然轉身不見，當時我非常緊張即刻致電先生的平安鐘，接聽者話留低電話或遲啲再打來，簡直是荒謬到極點，若有甚麼意外發生，你平安鐘能負責一切後果嗎？平甚麼安？！

1年來同 [ ] 發生多次糾紛，麻煩了張穎雯主任，本人多次致電消費者委員會，協助我的張主任，認真負責終於解決了平安鐘一切糾紛，她態度十分和藹，平易近人，百問不煩，細心聽取投訴人心聲，真是一位全心全意為消費者爭取正義之士，有相當水準同理工作能力，本人非常敬佩及真誠感謝！

*It doesn't matter  
where you go in life  
what you do or  
how much you have.  
It's who you have  
beside you.  
I'm so glad I have you!*

韓小姐：

謝謝你的跟進和信任。我已於7月17日下午收到5盒口罩。

我的訴求只是數百元問題及誠實買賣問題，你以專業來跟進我的訴求，我的問題在短時間內得到解決。

我對消委會的信心和信任又增進一步。

祝安康愉快！



周少強主任，你好！  
我是 [ ]  
謝謝你的幫助，令 [ ] 退回款項。我幫  
我爸爸在另一家公司買了老人高背椅特  
在9月29日會送貨到老人院去。謝謝周先生！  
祝 周先生  
中秋節快樂！  
[ ] 2020年9月28日致謝！





黃先生  
 你好！衷心向你說聲  
 感謝！在你的幫先和  
 快速處理本人的個案，  
 終於得到見滿解決。  
 在此表揚你發揮專業  
 精神及卓越的工作能  
 力，致萬二分敬意。  
 祝你工作順利  
 生活愉快  
 聖誕快樂



蘇先生：  
 我們已經在 [ ] 的門市與他們的同事  
 完成了氯氣機回收交收事宜， [ ] 已  
 收回兩台氯氣機，我們已收受退款支票，  
 特告知您。  
 感謝消委會為我們小市民提供了一個申訴  
 平台，也特別感謝您為我們與 [ ] 之  
 間所做的卓有成效的協調工作，感謝您們！

李家銘先生：  
 由衷感謝您們在這 3 個月以來，一直秉承不放  
 棄、不卸責的原則，堅持不懈地對我們這個投訴  
 個案的關注和重視，盡力為我們挽回經濟損失，  
 給予我們大陸同胞無盡的幫助和支持。  
 在這 3 個月里，我們一起攜手共同謀求消費糾  
 紛的解決方法，終於迎來了達到我們預期的處  
 理結果。我與該藥房負責人通過添加微信，已取  
 得預期賠償退還。  
 疫境之下，我們香港和大陸同胞守望相助，疫境  
 肆虐，我們攜手抗疫、共度時艱。雖然，我們無  
 法面對向你們講出由衷的感謝，但我們隔離不  
 隔愛，同胞溫情在。我們相信我們共同攜手一定  
 能夠戰勝疫情，同握人類命運共同體燦爛的明  
 天，香港一定能恢復往日的經濟繁榮和昌盛。  
 願各位同胞平安、家人安康。

We are grateful for the Council's assistance in solving our [ ]  
 problems concerning Bank's insufficient supervision of  
 abnormal credit card usage for us.  
 We would also especially like to say thank you to your department's  
 colleague Ms. Ha 夏曉彤 ... she provided very nice service and was  
 polite and patient to our complicated complaint case...  
 She has a lot of professional skills specialising in solving issues  
 related to a customer's real rights and needs...  
 I highly appreciate Ms. Ha for spending her time to understand and  
 relieving our doubts to the rights of liability claim in this case... we  
 are now satisfied with the results...