

# COMMENDATIONS AND COMPLIMENTS

## 嘉許與感謝

The Council is always greatly encouraged by the hundreds of messages of support it receives each year from the public, readers of CHOICE Magazine, and from its social media followers, expressing thanks for the Council's consumer advice or help in resolving complaints. Apart from providing assurance that the Council is meeting public expectations, these commendations and compliments serve a valuable role in boosting staff's morale and pride in their mission of protecting and empowering Hong Kong consumers.

本會每年均收到數以百計來自市民、《選擇》月刊讀者和社交平台追隨者的嘉許與感謝函、卡片與電郵，表揚本會為消費者提供實用的建議或協助調停投訴。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全港消費者自我保護能力的使命倍感自豪。

### The Ombudsman's Awards 2021

The Council was honoured for its staff to receive the Ombudsman's Awards in 2021, for the ninth consecutive year. Ms Evelyn NGAN Chui-shan and Mr Manson LI Ka-ming, both Complaints & Advice Officers, were presented with the Award this year in recognition of their exceptional performance in customer service and handling consumer complaints.

### 2021 年申訴專員嘉許獎

年內，本會再有職員獲得申訴專員嘉許獎。投訴及諮詢主任顏翠珊女士及李家銘先生獲頒獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續 9 年有員工獲頒此獎，本會與有榮焉。



### Jockey Club Age-friendly City Partnership Scheme 2020

The Council received the Age-friendly Collaborator Award of the subject scheme<sup>19</sup> at the Age-friendly City International Conference cum City Partnership Scheme Award Presentation Ceremony in June 2021, in recognition of its contribution to consumer education for senior citizens over the years.

### 賽馬會齡活城市「全城·長者友善」計劃 2020

本會於 2021 年 6 月在賽馬會齡活城市國際研討會暨「全城·長者友善」計劃<sup>19</sup>嘉許禮上，獲頒「齡活協作大獎」，以表揚其多年來對年長消費者教育的貢獻。



19 Visit [www.jcafc.hk/en/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html](http://www.jcafc.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.jcafc.hk/tc/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html](http://www.jcafc.hk/tc/Events/Jockey-Club-Age-Friendly-City-Partnership-Scheme-2020.html)，或掃描二維碼。

## Words of Thanks

The Council is grateful for the positive feedback from consumers and readers of CHOICE Magazine in recognition of the professionalism of our staff. Positive sentiment from the audience of various social media channels is also highly appreciated. Selected examples are shown below:

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

## 嘉許函

本會感謝消費者及《選擇》月刊讀者對本會員工的專業服務的支持，以及市民大眾在各個社交媒體平台上對本會的正面評語。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，文字經過編纂以方便閱讀和理解)

### Case Highlight

#### 個案重點

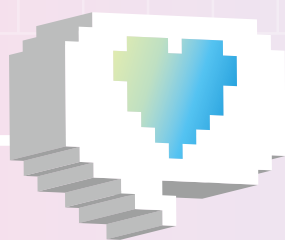
The complainant visited a beauty centre to try out a \$130 trial facial treatment promoted online. Once there, however, she was told that her skin condition was unsuitable for the trial treatment and was recommended another package by the staff. During one of the later treatment sessions, a few staff members and the beautician commented badly on her skin condition and she was coerced to sign a new service contract worth \$50,400. Being unsuccessful with her subsequent request to cancel the contract, she sought help from the Council.

Upon review of the CCTV footage of the sales process, the complainant believed that some scenes were covered intentionally to the trader's advantage and no settlement could be reached. She thus filed a CLAF application, and then a claim with the Small Claims Tribunal (SCT). With the guidance of the Council's Complaints Officer Ms Hon, and Mr Cheng from the Legal Affairs Division, a favourable out-of-court settlement was reached just before the SCT hearing commenced and she got a refund of around \$50,000 from the beauty centre.

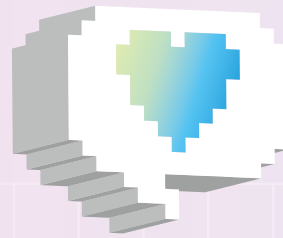
投訴人光顧一間美容中心，欲試做一款在網上推廣價為\$130的面部療程。到達美容中心後，職員卻告知她的皮膚狀況不適合進行該療程，並推薦了另一個套餐。在其後的一次療程時，數名職員和美容師接連批評她的皮膚狀況欠佳，她被迫簽訂了一份價值\$50,400的新服務合約。她其後要求取消合約但不成功，因此向消委會求助。

在查看銷售過程的閉路電視錄像後，投訴人認為某些片段被蓄意隱藏，以求對商戶有利，因而無法達成和解。因此，她向消費者訴訟基金申請法律協助，然後向小額錢債審裁處提出申索。在消委會投訴主任韓女士和法律事務部鄭先生的指導下，投訴人與美容中心於小額錢債審裁處聆訊開始前達成了庭外和解，獲美容中心退款約\$50,000。

Ms. Hon,  
Thank you very much for all your help and support throughout the process of mediating the complaint between me and the beauty centre. I don't think I could go this far if it wasn't for you, always guiding me through all the steps and telling me patiently what I could do. I could be helpless and hopeless, but because of you, I could find the light in the dark. Thank you so much for all your encouragement! You made me stand for what's right!  
I'd also like to thank Mr Cheng from Consumer Legal Action Fund, who explained clearly and patiently to me about the Fund. He told me all the necessary procedures so that I could consider every dispute resolution — including the Small Claims Tribunal. I took his advice and made a claim at the Tribunal myself in late September. Fortunately, it was successful. The beauty centre and I reached an out-of-court settlement.



本人曾於2019年向貴會求助，就■■■■旅遊有限公司的服務不滿作投訴，貴會蘇先生就此事奔波長達一年多，最近終於圓滿解決。本人對蘇先生鍥而不捨的精神和專業表現，印象深刻。特函深表謝忱！



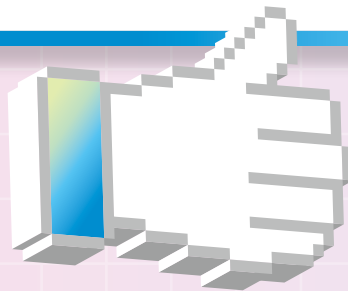
**Case Highlight**  
**個案重點**

The complainant, who represented a group of tour members who paid \$29,800 each to join an 8-day tour to Iceland, lodged a complaint with the Council after the trip and requested a partial refund for the poor arrangement. As the original flight was re-scheduled and the whole tour was shortened, they could not visit the glacier and missed the aurora tour which were the major attractions of the tour.

投訴人代表一群參加了冰島旅行團的團友，於行程結束後向消委會提出投訴，因旅行社安排不當而要求部分退款。團友每人支付\$29,800費用，參加為期8天的冰島遊，由於原定航班改期，整個行程縮短，令團友錯過了重點行程，包括參觀冰川及極光之旅。

Despite the effort made by the Council's Senior Complaints Officer Mr So, the travel agent refused to settle the matter with the complainant. Mr So then advised the complainant to file a claim with the SCT and guided them through the whole process that lasted for more than a year. Finally, the complainant and other tour members reached a settlement with the travel agent in the SCT.

儘管本會高級投訴主任蘇先生竭力調解，旅行社仍拒絕與投訴人尋求解決方案。蘇先生隨後建議投訴人向小額錢債審裁處提出申索，並指導他們完成整個長達一年多的程序。投訴人和其他團友最終透過小額錢債審裁處與旅行社達成和解。



Dear Mr Wong,

My case has been settled with ■■■■ by exchanging my ■■■■ CPAP device in question for a brand new CPAP of another brand free of charge.

Your hard work in following up with my case is highly appreciated. My heartfelt gratitude to you for your kind assistance.

**Case Highlight**  
**個案重點**

The complainant, who is suffering from sleep apnea, purchased a ventilator from an authorised dealer in October 2020 for \$11,980. However, he found the ventilator uncomfortable during use and manifested the symptoms of headache and stuffy nose, though he had followed the instructions advised by the dealer.

患有睡眠窒息症的投訴人於2020年10月從授權經銷商處以\$11,980購買了一台呼吸機。不過，雖然他已經按照經銷商的操作指示，但他在使用呼吸機時卻感到不舒適，並出現了頭痛和鼻塞的徵狀。

In June 2021, the complainant was shocked to learn about the global recall of the ventilators due to potential health risk. He later confirmed that the model which he had been using for a few months was one of the models on the recall list. Although the dealer had promised him to replace the sound-proof foam in August 2021, the replacement was deferred repeatedly. After rounds of conciliation for 4 months, the Council's Complaints Officer Mr Wong successfully urged the dealer to replace a new ventilator for the complainant.

2021年6月，投訴人得知呼吸機因潛在健康風險而進行全球回收，感到大為震驚。他後來證實，他使用了數個月的型號正是回收名單上的型號之一。儘管經銷商曾向投訴人承諾會在2021年8月更換隔音泡棉，但卻一再推遲。經過4個月間的多番調停，本會投訴主任黃先生成功敦促經銷商為投訴人更換新的呼吸機。

本人對 貴會夏小姐於上述事件處理非常滿意，特意致函表揚。

夏小姐處事有效率，在短時間內聯絡上被投訴的公司，雖然被投訴公司多次以低質素的回覆，令到投訴人（即本人）及 貴會十分無奈，但夏小姐依舊保持專業，盡力解決事情。

在事情膠著之際，貴會在多方面都有掣肘，夏小姐仍專業地提供了多個途徑及建議予本人參考，最後事件暫時得以解決，亦全因夏小姐努力不懈地與本人及該公司進行溝通。

本人對於夏小姐的表現充分肯定，其處事專業及高效率，絕對是 貴會及 貴會職員的學習榜樣。

趙主任

今天多謝您在■■■體檢中心幫忙處理本人取消脊椎療程退款事宜，今次因有您在當中的調解才可以順利解決及讓■■■體檢中心那麼快跟進我的退款。謝謝趙主任幫我們的小市民出力。

Dear Ms Lam,  
I would like to thank you for your prompt reaction that helped me to solve my problem! I'm truly grateful for your help!  
I would like to thank your colleague who received my complaint and proceeded as urgent! I never had such prompt help from any institution. I am forever grateful for your help today!

我剛剛已經收到你們的職員聯絡了我，很感謝你們快速的回應及跟進調查！

通知你們！我已經收到■■■公司的信息回應，他們給了我一個短訊影片教學，我的帳戶之間可以用轉賬功能，隨時可以調配金額，已經成功轉賬了。

很感謝你們的協助！

何女士，

多謝 貴會跟進本人項目，現在正式通知 貴會，該電訊公司已派員工跟進本人個案，也多謝 貴會介入而立立即圓滿解決事件。謝謝。

傅先生，


我很高兴地告诉你，我收到了■■■信用卡的月結單，已經免除了那兩單盜刷問題的相关費用，你可以結案了。


僅借此機會再次對您並通過您對消費者委員會表示感謝。




## Compliments on Social Media

### 社交媒體上的正評

 thank you for your information and prompt report  
Like Reply 5m

 15 hours ago  
多謝分享，大家都快D分享俾親朋呀 🙏  
👍 1 🗨️ REPLY

 18 hours ago  
感謝分享。十分實用。感謝消委會的努力。急香港人所急。  
👍 2 🗨️ REPLY

 臨購便係購選擇月刊同消費者委員會報告啦，不論你我他，祝大家永遠都係精明嘅消費者。  
Like Reply 29 w


 消委會，一定讚 🙏  
Like Reply 13 w

做得好就要讚，消委會那搜尋快速檢測包資料，算推出得及時，剛才用過亦簡單易用

 選擇月刊抵讚，對消費者幫助好大。  
Like Reply 21 w 🙏 🙏

 我小學嚟到你家，謝謝你們的服務  
Like Reply 29 w

 2 months ago  
支持消委會，真心為市民福祉  
👍 🗨️ REPLY

 Top fan  
消委會咁快可以整到個查詢平台  
Like Reply 3h

好有用，多謝分享 🙏