

## 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.

Thank you so much for your effort for us...

I really appreciated your effort for us...

I really appreciated your effort.

I really appreciated your effort.

To appreciate the consumer Council and and appreciated your effort.

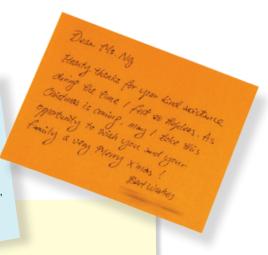
I am impressed by the Consumer acquaintance

I am impressed my acquaintance

will recommend my kons.

to 80 to Hons Kons.

本人早前去信責會投訴,獲從速處理, 外人早前去信責會投訴,獲從速處是人外, 其間負責的兩位職員除親自至日得以解決。 交代專件的電郵非常詳處,咨詢部全體全人, 本人特此鳴謝實會若為中民服務。 態度真職,不辭天妻外出開會而在昨日下班前 負責職員更人所獲之賠償,其敬業樂業的精神, 處理為市民之福。



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、電郵和心意店,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,有見負責職員有問必答,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 

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

比我预期的结果更加好,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也聽我的投訴, 一部的不证的100mm,100mm 100mm 感受到你們的溫暖。 …再次感謝!