

COMMENDATIONS AND COMPLIMENTS

嘉許與感謝



The Council is extremely grateful to receive hundreds of messages of support from CHOICE Magazine readers, followers of its social media channels and other sources each year, expressing thanks for the Council's consumer advice or efforts in complaints resolution. Awards from authoritative bodies also give recognition to the Council's achievements in various operational dimensions, such as governance, communications, public education and talent development. Apart from providing assurance that the Council is meeting public expectations, these commendations and compliments are an invaluable boost for staff's morale and pride in their mission of protecting and empowering consumers in Hong Kong.

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、感謝卡與電郵，表揚本會為消費者提供實用的建議或協助調停投訴。同時，各個行內權威機構所頒發的獎項，亦對本會各範疇的成績予以肯定，包括良好企業管治、傳訊溝通、公眾教育、人才發展等。本會對大眾的嘉許與感謝珍而重之，這些讚許及獎項均反映和肯定本會工作符合大眾所望，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。

9th Media Convergence Awards

CHOICE Magazine was honoured to receive 2 accolades at the captioned Awards, including the "Media Convergence Award — Overall Lifestyle and Infotainment" and the "Media Convergence Award — Top 10 Popular Media Websites". Organised by the Hong Kong Association of Interactive Marketing, the Awards aim to recognise the outstanding performance of local media in the fields of television, radio, newspapers and magazines in the past year, commending their efforts in utilising technology to disseminate news and information.

《選擇》月刊於第9屆「傳媒轉型大獎」榮獲兩個獎項，分別為「傳媒轉型大獎 整體生活消閒資訊大獎」及「傳媒轉型大獎 十大熱門媒體網站」。此大獎由香港互動市務商會舉辦，旨在表揚過去一年在運用科技轉型、以創新方式傳遞新聞和資訊上表現出色的本地媒體機構。



The Ombudsman's Awards 2024

The Council was delighted for two of its staff members to receive the Ombudsman's Awards in 2024, for the twelfth consecutive year. Ms Kathy Tse Hiu-wa and Mr Tim Chan Hoi-ki, Complaints and Advice Officers, were presented with the Award this year in recognition of their exceptional performance in customer service and handling consumer complaints.

2024 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」。投訴及諮詢主任謝曉樺女士及陳海祈先生獲頒此獎項，以表揚其處理客戶服務及消費投訴的卓越表現。能連續 12 年有員工獲頒此獎，本會與有榮焉。



Best Annual Reports Awards 2024

The Council's Annual Report 2022-23 was awarded 2 accolades at the captioned Awards organised by the Hong Kong Management Association, namely the "Excellence Report Award" and the "Excellence Award for Small Size Entries". This annual competition aims to encourage the publication of timely, accurate, informative and well-presented annual reports and to recognise and honour the organisations for their exemplary achievement in producing such reports.

2024 年最佳年報獎

本會 2022-23 年度的年報榮獲香港管理專業協會「最佳年報獎」的兩項殊榮，包括「優秀報告獎」及「優秀小型機構年報獎」。該年度獎項旨在表揚機構出版適時、準確、資訊豐富及表達出色的年報。



Digital Accessibility Recognition Scheme 2024-25

The Council's website and various applications received a total of 12 awards at the captioned Scheme organised by Hong Kong Internet Registration Corporation Limited (HKIRC) and co-organised by the Digital Policy Office of the HKSAR Government. This included 5 "Triple Gold Award", which recognises recipients of the "Gold Award" for 3 consecutive scheme years. The Scheme aims to promote digital inclusion, ensuring equal access to digital services for all members of society to contribute to Hong Kong's development as a smart city.

2024-2025 年度 「數碼無障礙嘉許計劃」

由香港互聯網註冊管理有限公司 (HKIRC) 主辦、數字政策辦公室協辦的「數碼無障礙嘉許計劃」，旨在推動各行業共建數碼共融，以促進社會大眾能平等享用數碼服務，推動香港成為無障礙智慧城市。本會於本屆計劃榮獲 12 個獎項，涵蓋網站及多個應用程式，當中包括 5 項「三連金獎」，頒予連續 3 年獲得「金獎」的得獎單位。

Website / Application 網站 / 應用程式	Category 類別	Award 獎項
Consumer Council 消費者委員會	Website 網頁	Triple Gold Award 三連金獎 Elderly-friendly Award 長者友善獎
Consumer Council – Booking System 消費者委員會 – 預約系統	Website 網頁	Gold Award 金獎 Elderly-friendly Award 長者友善獎
Oil Price Watch (Android) 油價資訊通 (Android)	Mobile App 流動應用程式	Triple Gold Award 三連金獎 Elderly-friendly Award 長者友善獎
Oil Price Watch (iOS) 油價資訊通 (iOS)	Mobile App 流動應用程式	Triple Gold Award 三連金獎 Elderly-friendly Award 長者友善獎
Oil Price Watch 油價資訊通	Website 網頁	Triple Gold Award 三連金獎 Elderly-friendly Award 長者友善獎
Online Price Watch 網上價格一覽通	Website 網頁	Triple Gold Award 三連金獎 Elderly-friendly Award 長者友善獎



Words of Thanks

The Council deeply appreciates the positive feedback from partners and stakeholders, as well as consumers and readers of CHOICE Magazine in recognition of the professionalism of our staff. Positive sentiment from the audience of the Council's various social media channels is also highly appreciated. Selected examples are shown below:

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

嘉許函

本會感謝各合作伙伴、持份者、消費者及《選擇》月刊讀者對本會員工的專業服務作出正面回應，以及大眾在各個社交媒體平台上對本會製作的資訊予以支持。嘉許函節錄如下：

(注意：以下訊息均來自合作機構及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

Compliment Letter by The Hong Kong Joint Council of Parents of the Mentally Handicapped (HKJCPMH)

Invited by HKJCPMH, the Council conducted a consumer rights talk for a group of parents of persons with autism spectrum disorder, mild intellectual disability and/or common mental disorder on 21 February 2025. Featuring the topic of sales malpractices deployed by unscrupulous fitness and beauty centres, Virtual Reality (VR) simulation of role play activities and case sharing were adopted to enhance the learning outcome.

The organisation expressed their appreciation to the Council via email for the impact of this talk on empowering the participants' self-protection ability, which successfully helped them avert fraudulent sales tactics for health checkup services after attending the session.

來自香港弱智人士家長聯會的感謝信

本會應香港弱智人士家長聯會邀請，於2025年2月21日為一群自閉症譜系障礙、輕度智障及一般精神障礙人士的家長舉辦了一場以防範健身及美容中心不良營銷手法為主題的講座。透過利用虛擬實境（VR）的角色扮演遊戲及案例分享，講座成功提升參加者的學習成效。本會獲聯會來函致謝，感謝本會的講座能加強參加者的自我保護能力，有效協助他們免墮體檢服務中心的銷售陷阱。

Case Highlight 個案重點

The complainant, a Japanese tourist, booked a Hong Kong hotel for 6-7 August 2024 via an online platform, but after paying in full, she discovered the dates had been changed to 2-3 September 2024 due to a system error.

Despite the online platform's request to amend the dates, the hotel refused changes by citing its policy. The complainant thus sought help from the Council on 22 July 2024. After conciliation by Senior Complaints Officer Ms Wong, the platform rectified the booking by end of July, and the complainant expressed heartfelt thanks to the Council. The case was also referred to the Travel Industry Authority for record as the online platform was a licensed travel agent.

投訴人為一名日本旅客，她於網上平台預訂了2024年8月6日至7日的香港酒店住宿，但在全數付款後才發現因系統錯誤，入住日期被改為9月2日至3日。

儘管網上平台代為聯絡酒店要求更改日期，酒店卻以條款為由拒絕更改，投訴人遂於2024年7月22日向消委會求助。經高級投訴主任黃小姐跟進後，平台於7月底修正投訴人的酒店預訂日期。投訴人其後向本會表達衷心感謝。由於該預約平台屬持牌旅行代理，個案亦轉介至旅遊業監管局記錄在案。

致謝電郵

My family and I truly appreciate your help and the lovely emails, which have provided us with a lot of comfort. I am looking forward to enjoying the trip and stay in Hong Kong.

Case Highlight 個案重點

The complainant found out the telecom company added unauthorised "Call Guard" service charges of \$25 each on his family's 5 mobile contracts in September 2024 without prior consent. Despite requesting cancellation, charges persisted. He lodged a complaint with the Council in November 2024. Following conciliation efforts by Complaints Officer Mr Chow, the telecom company fully refunded add-on charges and waived 1 month's regular mobile fees. The complainant later praised the Council's efficient dispute resolution and thanked Mr Chow and Advice Assistant Ms Mok for their support.

投訴人於 2024 年 9 月發現電訊公司於未經事先同意下，在他及家人共 5 份流動電話合約上，各加入每月收費 25 元的「來電管家」增值服務。儘管他已要求取消該未經授權的服務，相關收費仍出現在帳單上。

投訴人遂於 2024 年 11 月向消委會投訴。經投訴主任周先生調停後，電訊公司全數退還增值服務費用，並豁免一個月的基本流動電話費用。投訴人其後致函本會感謝周先生及諮詢助理莫小姐的協助，並讚揚本會高效及迅速處理投訴個案。

感謝函

貴會職員的敬業精神和高效工作不僅解決了本人的困擾，也讓我對消費者委員會的工作有了更深的認識和信任。在此，再次感謝莫女士和周先生的辛勤付出，並希望予以表揚上述兩位職員，亦同時希望 貴會投訴部能繼續發揮其重要作用。祝願 貴會在未來的工作中取得更大的成就。這次的經歷讓我對 貴會的服務充滿信心，希望未來能繼續保持這樣的高標準。

致謝電郵

你好，好想衷心多謝郭小姐的專業，和耐心，好讓我們能盡快解決此事，我們開業 15 年，也是第一次接觸消費者委員會，得知被投訴後也覺得很徬徨無奈，很委屈的感覺，幸好能得到郭小姐的耐心了解和聆聽，亦給我們很多分析和中立的意見，最終我們也決定全數退還。

最後真的很想衷心多謝郭小姐中立的意見，我們才會放低心結，完結此案。

Case Highlight 個案重點

The complainant was dissatisfied with an unbalanced eyebrow tattoo from a beauty centre, which she had purchased a package for. Opining that the tattoo looked fine, the beauty centre declined a full refund of \$6,510, instead offering a partial refund of \$1,000, which was rejected by the complainant. The complainant lodged a complaint with the Council in April 2024. After conciliation by the case officer Ms Kwok, the centre agreed to a full refund of \$6,510. The shop later praised Ms Kwok's professionalism and impartiality in resolving the dispute. The case highlighted the Council's unbiased role in helping both the consumer and trader to reach a mutually acceptable agreement.

投訴人於美容中心購買紋眉套票，但對紋眉效果不滿意，認為不對稱。美容中心於檢視後認為紋眉效果正常，拒絕全數退款港幣 6,510 元，只提出退回港幣 1,000 元作部分退款，惟投訴人拒絕接受。

投訴人於 2024 年 4 月向消委會投訴，經署理投訴主任郭小姐調停後，美容中心同意全數退款。事後，店方讚揚郭小姐在處理消費爭議時秉持專業精神及公正立場。此個案突顯本會在協助消費者與商戶達成雙方接納的和解方案時恪守不偏不倚原則。

本人對今次的體驗很滿意，不是貴會的介入，■■■也不會聽取本人的投訴，並作出公平處理。貴會的存在實在很有價值和必要性，某程度上能制衡商家的一言堂處事手法，給市民取回應有的公道~謝謝~!!

致謝電郵

幸好見到 貴會的李先生，他待我如親人，不消個多月就為我這個不中用的老人家解決我花了成年的時間解決不了的問題，真開心極了，在此我要多謝 貴會對我的幫助，特別是李先生，我萬分感謝他！

謝謝你們的跟進。真的非常感謝你們第一時間處理有關事項。😊我知 貴會收到很多唔同的 case，而本人的事件只屬於一個很微小的案件，但 貴會都通過多個電郵不停溝通及跟進，本人非常感謝貴會的幫忙及十分表揚你們的工作效率。謝謝！祝工作愉快！

I would like to express my greatest thanks to Mr Lo who is very caring, patient and professional. He tried his best to understand my difficult situation. He followed up with my incident regularly and advised us how to respond to ■■■ Employment Agency in a professional manner... He has a very big kind and sincere heart and expressed his sympathy on my loss of father. At that time, no [other] authorities have really given me a hand. Only Mr Lo offered me genuine help. I am so lucky to have your assistance.

本人今次的投訴經驗來講，有權威機構代幫忙出頭處理事件是非常重要的，當我們這些小市民如遇不公平的事投訴無門時，貴委員會就是我們心中的包青天，代我們撥亂反正，希望電訊公司能遵守承諾。非常感謝你們的幫助！

今次工作的速率，簡直可以用神速來形容，又快又能解決事情。

不介意處理牽涉小金額的糾紛，認真處理，跟進迅速和有效，我感受到被重視與尊重，亦透過貴會的幫助，得以討回公道，非常欣賞你們，謝謝。



再次多謝你（消委會）那種鍥而不捨的精神才讓我們拿回騙款。

效率非常高，極好！幫助我追回不必要損失，多謝！

謝謝你們的幫忙。經過你們的介入，對方於今天把訂金全數退回至我的戶口了。如沒有消費者委員會的幫忙，真不知道要等到何年何月或是永遠得不到對方的回覆，萬分感謝你。

盧先生提供很多協助。謝謝盧先生的協助。明白到 貴會的員工常常遇到很多挑戰，包括不理性的消費者或商戶也是很棘手，夾在中間也有很難做的時候，也很無奈但也需要處理。這次有你們的協助，才能讓我追討到應有的待遇。辛苦了。

Compliments on Social Media 社交媒體上的正評

