



RESOLVING AND FORESTALLING CONSUMPTION DISPUTES

有效調停

監察預防消費爭議

The Consumer Council remains committed to fulfilling its statutory functions and duties by handling consumer disputes in an efficient and timely manner. In response to the evolving consumption landscape, the Council continues to enhance service quality, operational efficiency and user convenience through the effective use of technology. During the year, the Council launched a new Online Dispute Resolution Platform, providing a more streamlined and transparent process to further strengthen consumer support. The Council also actively promotes conciliation as the primary approach to dispute resolution, assisting consumers and traders in reaching mutually acceptable solutions.

Drawing on insights from consumer complaints, the Council monitors market developments and issues timely alerts to the public on emerging risks and unfair trade practices. At the same time, it works closely with relevant Government departments and regulatory bodies to share intelligence and strengthen collaboration in combating unscrupulous sales practices. These efforts help enhance market credibility, boost consumer confidence, and uphold Hong Kong's reputation as a shopping paradise.

消費者委員會致力履行法定職能和責任，以高效的方式處理消費爭議，並因應消費環境及善用科技持續優化服務質素、提升效率及便利程度。年內，本會推出全新的「網上爭議解決平台」，透過更簡便及透明的操作，進一步強化對消費者的支援。本會亦積極倡導以調停作為解決消費爭議的基礎，透過調停協助消費者與商戶尋求雙方接納的解決方案。

本會從消費投訴獲取實用資料監察市場運作，並就新冒起的風險及不良營商行為向公眾作出及時警示。同時，本會與相關政府部門及監管機構共享情報及加強協作，聯合打擊不良營商手法，從而提升市場公信力及消費信心，維護香港購物天堂的美譽。



Complaints Statistics Breakdown

During 2025-26, the Council handled a total of 38,317 complaints and 51,879 enquiries, representing year-on-year (YoY) decreases of 3% and 6% respectively. The e-form remained the most used complaint channel, accounting for 76% of all complaints. The majority of enquiries (89%) were received through the Council's hotlines, reflecting the public's continued demand for real-time advisory services. Among the pursuable complaint cases, 71% were successfully resolved through conciliation, demonstrating the Council's continued effectiveness in facilitating settlements between consumers and traders.

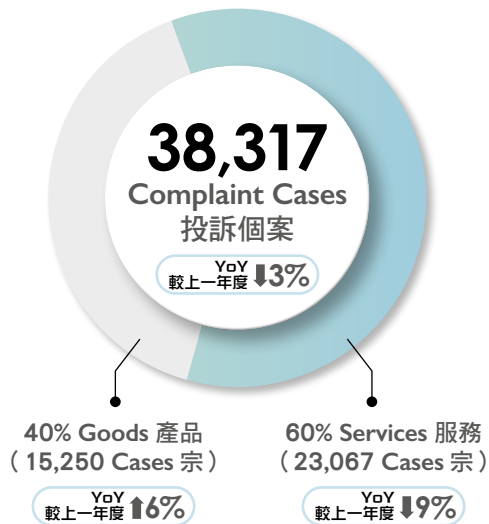
As more consumers purchase goods and services online, complaints relating to online shopping rose 17% YoY to 18,832 cases, accounting for 49% of all complaints received. Key categories were "Food & Entertainment Services" (4,683 cases), mostly related to food delivery or event tickets purchased through online platforms; "Travel Matters" (2,485 cases), mainly involving online purchase of air tickets and hotel accommodation; and "Clothing and Apparel" (1,044 cases). Common complaint issues included "Variation / Termination of Contract" (4,207 cases), "Late / Non-Delivery / Loss" (3,880 cases), and "Service Quality" (2,652 cases).

消費投訴統計

於 2025-26 年度，消委會共處理 38,317 宗投訴及 51,879 宗查詢，按年分別下跌 3% 及 6%。網上投訴表格仍為消費者最常用的投訴渠道，佔 76%；大部分（89%）查詢則透過本會熱線接獲，反映市民對即時諮詢服務的持續需求。在可跟進處理的投訴個案中，71% 透過調停成功解決，反映本會在推動消費者與商戶和解方面繼續發揮成效。

隨著網上購物日益普及，消費者透過網上渠道購買商品及服務愈趨頻繁，帶動相關投訴相應增加。年內，消委會共接獲 18,832 宗網購相關投訴，佔全年個案總數 49%，按年升 17%。按行業劃分，投訴主要涉及食肆及娛樂，共 4,683 宗，大部分涉及透過網上平台訂購外賣或活動門票；其次為旅遊事務（2,485 宗），大部分與網上訂購機票和酒店相關；以及衣飾（1,044 宗）。投訴性質方面，較常見的個案包括更改 / 終止合約（4,207 宗）、延期 / 沒有送貨 / 遺失（3,880 宗），以及服務質素（2,652 宗）。

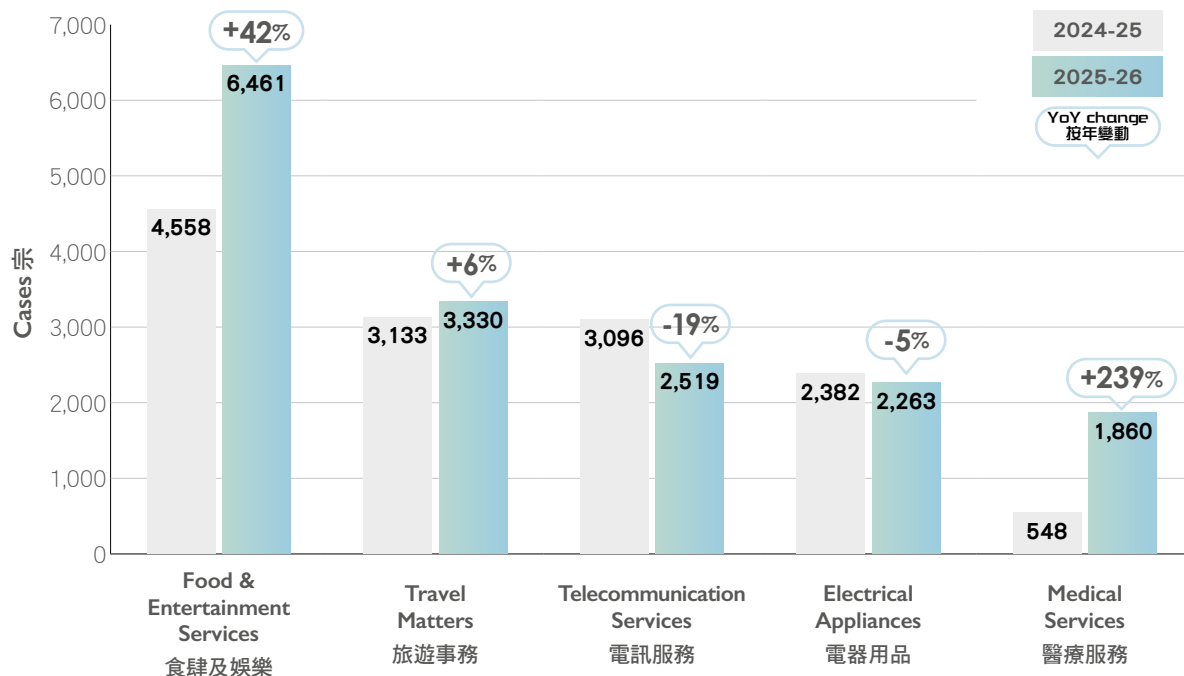
Complaints Overview 2025-26 2025-26 年度投訴概覽



Complaint Trends in the Past 3 Years 過去 3 年接獲的投訴數字

Year 年份	2023-24	2024-25	2025-26
Total number of complaints 投訴個案總數	35,528	39,679	38,317
YoY changes 按年變動	—	+12%	-3%

Top 5 Consumer Complaints by Industry 接獲最多消費投訴的首 5 個行業



註：因應「網上爭議解決平台」於年內推出，本會就投訴種類作出調整並引入新的分類。以上數字為過去兩個財政年度按新投訴類別重新分類後的投訴數目。

Remarks: Following the launch of the e-Platform, the Council revised its complaint categories and introduced new classifications, with the figures reflecting complaints reclassified for the past 2 financial years.

Top 5 Complaint Categories

Food & Entertainment Services

In 2025-26, complaints on “Food and Entertainment Services” rose 42% YoY to 6,461 cases, making it the largest complaint category. The Council received 1,929 complaints related to public performances, representing a significant increase of 141% against the previous year. Complaints on food delivery platforms also rose, accounting for 28% (1,801 cases) of the category total. “Quality of Services” was the most common complaint type (32%, 2,048 cases), followed by “Variation / Termination of Contract” (17%, 1,127 cases).

Travel Matters

During the year, complaints related to “Travel Services” saw a 6% YoY uptick to 3,330 cases, moving up to the second-largest category. Complaints on air tickets (1,502 cases) and airline services (539 cases) together accounted for 61% of the total. Complaints involving hotel bookings or services outside Hong Kong reached 547 cases (16%), also ranking among the top 3 concerns. By complaint nature, “Variation / Termination of Contract” accounted for the largest share (31%, 1,046 cases), followed by “Quality of Services” (25%, 826 cases). These trends suggest that while the travel market continues to recover, there remains room for improvement in handling booking changes, refund arrangements, and service delivery.

Telecommunication Services

Complaints about “Telecommunication Services” rose from fourth to third place, totalling 2,519 cases, a 19% decrease YoY. Mobile phone and data services made up the largest share (48%, 1,203 cases), followed by internet services (30%, 755 cases). The main issues were “Quality of Services” (30%, 762 cases) and “Price/Charges Dispute” (30%, 750 cases), highlighting continued public concern over service performance and pricing or contract terms.

Electrical Appliances

The Council received 2,263 complaints on “Electrical Appliances” in the reporting year, down 5% YoY and ranking fourth. Air conditioners (357 cases), washing machines/dryers (276 cases), and television sets (202 cases) remained the top concerns. Key issues were “Quality of Goods” (33%) and “Repair/Maintenance Services” (25%), reflecting consumers’ strong demand for product durability and reliable after-sales support.

Medical Services

Complaints related to “Medical Services” were significantly affected by the closure of Alliance Medical Group. In 2025-26, the Council recorded 1,860 complaints, surging 239% compared with the previous year, and rising from 20th place to fifth place. Most of these complaints were related to business closures, accounting for 1,313 cases (71%), followed by “Quality of Services” with 227 cases.

首 5 位消費投訴類別

食肆及娛樂

本年度涉及「食肆及娛樂」的投訴達 6,461 宗，按年上升 42%，成為 2025-26 年度投訴個案最高的類別。本會接獲 1,929 宗與公眾表演相關的投訴，較去年錄得顯著升幅（+141%）。此外，涉及外賣平台的投訴持續上升，佔本類別整體投訴的 28%（1,801 宗）。本類別中最常見的投訴性質為「服務質素」（佔 32%，2,048 宗），其次為「更改／終止合約」（佔 17%，1,127 宗）。

旅遊事務

於 2025-26 年度，「旅遊事務」相關投訴按年上升 6% 至 3,330 宗，較上年度升一級至第 2 位。當中有關機票（1,502 宗）及航空公司服務（539 宗）兩個分類共佔相關投訴的 61%；而涉及境外酒店預訂或酒店服務的投訴則錄得 547 宗（佔 16%），同樣位列 3 大關注範疇。投訴性質方面，以「更改／終止合約」為主，共錄得 1,046 宗（佔 31%），其次為「服務質素」，共 826 宗（佔 25%）。上述情況反映旅遊活動持續回暖下，市場在訂單更改、退款安排及履行服務方面仍有改善空間。

電訊服務

「電訊服務」相關投訴於年內由第 4 位上升至第 3 位，全年錄得 2,519 宗，按年下跌 19%。當中，以流動電話及流動數據服務相關的投訴最多，佔整體 48%（1,203 宗）；其後為互聯網服務（755 宗，佔 30%）。主要投訴性質為「服務質素」（762 宗，佔 30%）及「價格／收費爭議」（750 宗，佔 30%），顯示大眾對服務表現及收費／合約安排的關注持續高企。

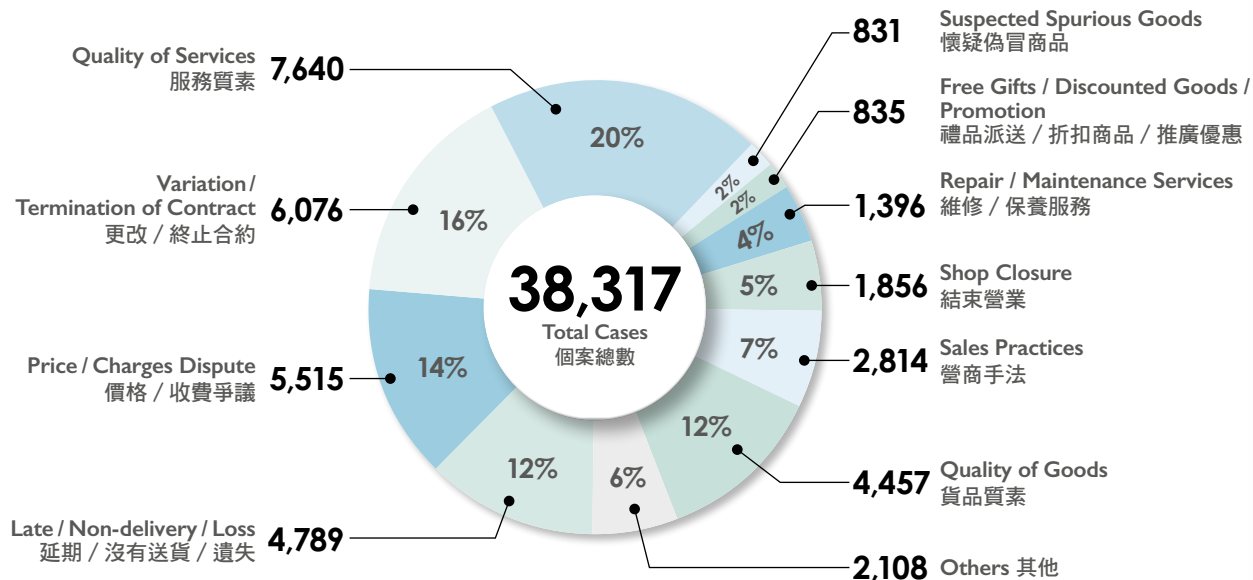
電器用品

本會於年內共接獲 2,263 宗涉及「電器用品」的消費投訴，按年下跌 5%，排名第四。最受關注的 3 類電器與上年度相同，分別為冷氣機（357 宗）、洗衣機／乾衣機（276 宗）及電視機（202 宗）。投訴性質主要涉及「貨品質素」（佔 33%）及「維修／保養服務」（佔 25%），反映消費者對產品耐用性及售後服務質素需求甚殷。

醫療服務

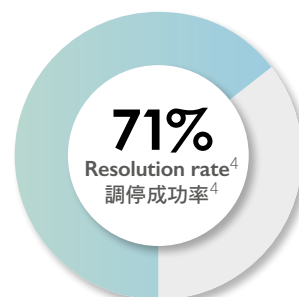
「醫療服務」相關投訴顯著受到仁匯醫療集團結業事件的影響，於 2025-26 年度錄得 1,860 宗投訴，按年上升 239%，並由上一年的第 20 位升至第 5 位。大部分投訴與商戶結業相關，涉及 1,313 宗（佔 71%）；其次為「服務質素」爭議，共 227 宗。

Nature of Consumer Complaints in 2025-26 2025-26 年度之投訴性質



Resolution Rate of Cases with Pursuable Grounds in 2025-26 2025-26 年度調停成功率

Total number of cases received 投訴總數	38,317
Number of cases with pursuable grounds ³ 可跟進的投訴個案 ³	18,991
Number of cases in progress 仍在跟進中的個案	5,649
Number of cases resolved 獲得解決的個案	9,496



3. Anonymous complaints, cases with insufficient information, and complaints outside the Council's terms of reference are in general non-pursuable.

匿名投訴、個案資料不足及在本會工作範圍以外的投訴，在一般情況下為未能跟進的案件。

4. Resolution rate refers to the percentage of resolved cases out of the number of completed pursuable cases.

調停成功率是指在可跟進並已完成跟進個案宗數當中，獲圓滿解決個案的百分比。

Dispute Resolution Beyond Boundaries

The Council continued to strengthen collaboration with consumer counterparts in the Mainland and overseas, with the aim of fostering a safe and reliable consumer environment across Asia. During the year, the Council signed a Memorandum of Understanding (MOU) with the Zhejiang Consumers Council to launch a pilot "Cross-border Consumption Service Station" with an e-commerce platform. A MOU was also signed with the Federation of Malaysian Consumers Associations to establish a cross-border consumer dispute referral mechanism, enhancing the effectiveness of resolving cross-border complaints.

Read more about the various cross-border collaborations in the chapter "Strengthening Mainland and Global Collaboration for Consumer Protection" (p.80)

有關處理跨境消費爭議的各項合作詳情，請瀏覽本年報「[跨境協作 深化與內地及全球消保聯繫](#)」（第 80 頁）一節

處理跨境消費爭議

消委會積極加強與內地及境外消費者保護組織的聯繫，致力締造安全、可靠的亞洲區內消費環境。年內，本會與浙江省消費者權益保護委員會簽訂合作協議，與其中一個網購平台建立「跨境消費服務站」作為試點；同時亦與大馬消費者聯合會簽署合作協議書，建立跨境消費糾紛互通機制，提升跨境投訴處理的成效。

