

Commendations and Compliments

嘉許與感謝

The Ombudsman's Awards 2018

The Council was honoured to receive the Ombudsman's Awards, for the 6th straight year in 2018. Ms Carol NG Kwan-ling, Complaints & Advice Officer, was presented with the Award this year in recognition of her exceptional performance in customer service and handling consumer complaints.



2018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。投訴及諮詢主任吳堃菱女士獲授予獎項，以表揚其處理客戶服務及消費投訴的卓越表現。本會連續6年獲頒此獎，與有榮焉。

Gold Award for a Barrier-Free Website

In the year under review, the Council's website received the Gold Award under the "Web Accessibility Recognition Scheme 18/19" organised by the Hong Kong Internet Registration Corporation Limited and co-organised by the Office of the Government Chief Information Officer, with the Equal Opportunities Commission serving as an independent advisor. This had been the 5th year since 2013 that the Council was awarded the accolade, acknowledging the Council's continuing efforts to foster an inclusive society by providing consumers with accessibility to information in a fair, barrier-free online environment.

榮獲無障礙網站金獎

本年度，消委會網站榮獲由香港互聯網註冊管理有限公司主辦、政府資訊科技總監辦公室協辦及平等機會委員會擔任顧問機構的「無障礙網頁嘉許計劃18/19」金獎。今次是本會自2013年以來第5度獲得此殊榮，進一步肯定了本會在確保所有人士皆能在公平、無障礙網上環境中獲取消費者資訊而付出的努力。



The letters, cards and emails that come in a steady stream from grateful complainants and members of the public are valued very highly by the Council and its staff. These commendations and compliments reflect and reinforce the level of service the Council provides, and also serve to boost its staff's morale and pride in their mission to protect and empower consumers.

公眾與投訴人不時向消委會送上致謝函、心意咭和電郵，本會全人深表謝意。這些嘉許與感謝不單反映和肯定本會提供的服務水平，亦為一眾員工打氣，使其對參與維護消費者權益工作倍感自豪，推動本會繼續緊守崗位，達致使命。

Words of Thanks

The Council is grateful for the positive feedback from consumers who put their trust in our professional staff to serve them with care. Following are some examples:

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，例子如下：



To Mr. Chow & Team,
I just want to say a big "thank you" for your help in getting my money back.
You are very good at your job.
I wish you every success in your career.

Dear Sir/Madam,
I am writing to express my appreciation for the services provided by your staff member Ms Lam Yin-Mei. She was thoughtful and patient while listening to me despite my difficulty expressing myself in native Cantonese. She handled each case and explained everything to me with her beautiful voice and passion. That made me feel relieved and supported.
Thank you again for the help and sincere service.

本人的個案經貴會跟進後，在2018年12月已和XX公司維修部聯繫及安排維修，將我困擾一年多的煩惱解決，真是無言感激。

特致函多謝！

祝工作愉快！聖誕快樂！



好多謝各位員工幫我解決4個多月的煩惱！

特別多謝個案主任張小姐協助聯絡。