

Recipients of Individual Awards
Experience and Thoughts

Wong Suet Yee

Senior Officer (Enforcement) 2

**Mandatory Provident Fund Schemes Authority
("MPFA")**

“Trying to put yourself in the complainant’s shoes is the key to handling complaints.”

An employer, while making arrangements for switching to a new trustee for his employees participating in a mandatory provident fund scheme, was told by the new trustee that he had previously failed to make contributions for his expatriate employees in accordance with the Mandatory Provident Fund Schemes Ordinance. Aggrieved that the original trustee had failed to take the initiative to remind him of his statutory duties, contact him and follow up properly on the matter, the employer lodged a complaint with MPFA. I listened to the complainant’s grievances and explained the Ordinance to him with patience, then proactively made improvement recommendations to the original trustee. The case was properly resolved in the end.

Trying to put yourself in the complainant’s shoes is the key to handling complaints. Only when you really understand the needs of the complainant can the problem be properly resolved and service of the trustee enhanced at the same time.



Wong Suet Yee thinks that trying to put yourself in the complainant’s shoes is the key to handling complaints.

Cheng Ho Ying, Chloe
Senior Operation Officer (Customer Service)
Airport Authority

“Show your care and understanding, and handle complaints in a professional manner.”

I saw an old lady looking very frightened and tired, so I approached her and offered help. Then I learned that she had missed her flight and spent a night at the airport because she did not know how and where to seek help. I tried to understand her needs and, using my knowledge about airport operation and with a positive and proactive service attitude, I successfully helped her go back to the Mainland and reunite with her family. While I feel grateful for the appreciation I received, I consider it actually my duty to help visitors go home safely.

From: 王女士
Subject: 感谢机场管理局郑可盈女士

Message: 感谢机场管理局的郑可盈女士，小个子，架眼镜。我妈本是乘7月10日的东航从香港回浦东，但她错过航班，还和同行的朋友失联，度过了惊慌失措的一晚，11日早上她遇见了郑可盈女士，她看到我妈彷徨无助，上前关心了解，及带我妈到补票柜台重新订票，老人因为折腾了一个晚上，忍耐不住对她大小声，幸好郑女士仍然保持专业，确定我妈得到帮助才离开 请转达我和我妈对可盈的感谢，也替我妈表达抱歉

When the matter was resolved, Cheng Ho Ying received a message from the old lady’s family expressing their thanks and appreciation for her proactive attitude and professionalism in helping visitors to solve their problems.

Ngai Chun Leung
Health Inspector (Contract Management)
Tai Po – 2
Food and Environmental Hygiene Department
(“FEHD”)

“Listen carefully, maintain good communication and try different ways to solve the problem conscientiously.”

The complainant was dissatisfied with the design of litter containers, criticising that cleansing workers had to lift up the bulky cover of the container before they could empty the ashtray at the top. Workers were thus more susceptible to injuries and litter containers, to damage. He then lodged a complaint with the Cleansing & Pest Control Section (Tai Po) and The Office of The Ombudsman. We soon contacted the complainant and listened to his views



Ngai Chun Leung, together with the complainant, conducted tests to compare the difference between using an aluminium dish and a stainless steel dish for cigarette ash.



The old design of litter containers required workers to lift up the bulky cover before they could empty the ashtray at the top.

After modifying the design and using a chain to attach a stainless steel dish to the ashtray at the top of litter containers, workers can now easily take out the dish to remove the cigarette ash.

patiently. We understood that there was indeed room for improvement in the current design of ashtrays at the top of litter containers.

In the course of handling the complaint, we accepted the complainant's suggestion to place an aluminium dish inside the ashtray. Then we conducted tests and compared with him the difference between using an aluminium dish and a stainless steel dish for cigarette ash. After several on-the-spot trials and use, we found that using a chain to attach a stainless steel dish to the ashtray at the top of the litter container is a better idea. The complainant was satisfied with the result and appreciative of our efforts, while cleansing workers were grateful to the care and concern shown by FEHD, whose image was enhanced as a result. It was a triple win solution for all parties concerned.

**Li Hiu Kwan, Huky
Engineer/Consultants Management 8
Drainage Services Department ("DSD")**

"Be empathetic and patient in listening to the complainant's requests."

Every time the complainant rang me up and complained about flooding during rainstorms, I would on the one hand advise him to call the DSD hotline and, on the other, handle the case with flexibility and offer my best help. For instance, when the super typhoon Mangkhut was approaching Hong Kong last year, the complainant called me, expressing worries over the damage and flooding that the typhoon might cause to his farmland. I immediately liaised with the DSD officers responsible for repairs and maintenance, so that they could make arrangements to check and clear the



Workmen thoroughly cleared the storm water drains near the downstream farmland area to keep the drainage system clear from blockage.

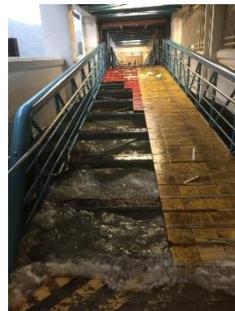
drains around the farmland before Mangkhut arrived. When the typhoon was gone, I also took the initiative to call the complainant to check if there was any flooding.

I think that when handling complaints, you must be empathetic while you listen to the complainants' needs. Be ready to spend more time and be patient, and try your best to help.

Kwong Wai Lung
Mechanical Inspector/Transport Services 1
Electrical and Mechanical Services Department

“Be customer-oriented and go the extra mile.”

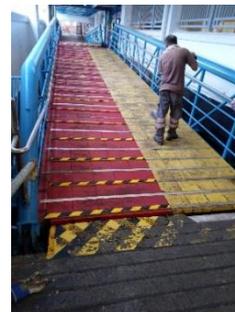
I am responsible for leading a maintenance team to ensure that all electrical and mechanical equipment at the public ferry piers under the Transport Department are properly maintained and kept in a safe and good working condition. In September 2018, before the super typhoon Mangkhut swept through Hong Kong, I led my team to go the extra mile and prepared related material supplies in advance. Meanwhile, I made sure that our contractors had sufficient manpower, and pier operators had raised all liftable gangway ladders to the highest position. During the typhoon, gangway ladders at many piers were damaged and the Mui Wo Ferry Pier suffered badly. While the typhoon signal was still effective, I and my team took a boat and went there to carry out emergency repairs. With our efforts, ferry service at the Mui Wo Ferry Pier could resume on the following working day.



The gangway ladder at the Mui Wo Ferry Pier was damaged by the typhoon.



Kwong Wai Lung and his team carried out emergency repairs for the damaged gangway ladder.



How the gangway ladder looked after the repairs.

Ng Ka Man, Ami
Customer Service Officer
1823, Efficiency Office

“Follow up on complaints proactively to achieve results satisfactory to all the parties concerned.”

1823 always deals with inter-departmental cases. In one case, a member of the public told us that some trees on Sha Tau Kok Road were blocking motorists’ view and hoped to have them removed. We then referred the case to the tree maintenance department (the Leisure and Cultural Service Department, “LCSD”) for follow up action. LCSD replied that the trees were in good health and, therefore, did not recommend their removal under the current tree preservation policy. Pruning, however, would be arranged. We relayed the answer to the complainant, who considered that pruning could not solve the problem and, therefore, continued to lodge complaints.

We understand that the public are very concerned about road safety. Consequently, we also contacted the Transport Department to discuss how to handle the problem. Its staff conducted a site inspection and found that there were already sufficient and clear warning signs to alert motorists intending to make a turn into the major road from a minor road. The complainant was satisfied with the result and the trees were preserved eventually. It was really a happy ending for all.



Ng Ka Man handled complaints conscientiously and took the initiative to liaise with various departments for follow-up actions.