

**Number of complaints from Mainland (M) and non-Mainland (non-M) visitors
received by the Travel Industry Council of Hong Kong, Hong Kong Tourism
Board and Hong Kong Consumer Council
(2007 to 2011)**

I. Travel Industry Council of Hong Kong (TIC)

Category of complaints by package tour visitors	2007		2008		2009		2010		2011	
	M	Non-M	M	Non-M	M	Non-M	M	Non-M	M	Non-M
1. Shopping	232	0	87	0	252	1	288	2	165	0
2. Arrangements by travel agents	22	7	44	4	33	10	40	13	46	6
3. Tour guide services	77	8	132	4	88	4	143	2	98	1
4. Others	1	0	1	2	1	0	0	0	0	0
Total (Sub-total)	332	15	264	10	374	15	471	17	309	7

II. Hong Kong Tourism Board (HKTB)

Category of complaints	2007		2008		2009		2010		2011	
	M	Non-M	M	Non-M	M	Non-M	M	Non-M	M	Non-M
Free independent travellers										
1. Shopping	156	153	111	102	129	92	141	103	130	87
2. Food and beverage	15	37	11	22	12	29	17	36	13	28
3. Accommodation	42	54	34	42	40	35	50	46	54	41
4. Transport	21	28	11	37	24	43	27	57	47	50
5. Attractions	2	6	4	7	7	2	4	11	9	5
6. Airlines	9	13	10	14	5	12	9	9	21	9
7. Others	23	53	11	31	7	29	12	21	16	30
Package tour visitors										
1. Shopping	121	1	15	1	39	0	53	3	50	2
2. Arrangements by travel agents	123	18	43	15	43	5	43	15	72	14
3. Tour guide services	4	1	14	0	5	1	26	4	8	0
Total (Sub-total)	516	364	264	271	311	248	382	305	420	266

III. Consumer Council

Category of complaints	2007		2008		2009		2010		2011	
	M	Non-M	M	Non-M	M	Non-M	M	Non-M	M	Non-M
1. Shopping	1,703	678	1,080	529	1,132	419	1,276	460	1,492	451
2. Arrangements by travel agents	60	42	55	100	39	27	26	39	57	54
3. Food and beverage	17	24	20	17	18	22	25	21	29	28
4. Accommodation	33	37	40	38	21	22	23	24	38	34
5. Others	100	119	96	90	94	82	70	69	82	77
Total (Sub-total)	1,913	900	1,291	774	1,304	572	1,420	613	1,698	644

Remarks:

Based on the following reasons, the complaints received by the three organisations may be double counted :

- The complainant has lodged a complaint to more than one organisation at the same time; and/or
- Some complaints are referrals between organisations so that the complaints could be followed up by the appropriate organisation(s). For instance, HKTB will refer those complaints related to shopping to the Consumer Council, while the Consumer Council will refer those related to travel agents to TIC, etc.