

# 會友意見及回應

## Suggestion/ Feedback

若你對會所服務有任何意見，讚賞或申訴，歡迎選用以下任何一種方法向我們表達：

You can express your opinions through these channels:

- 1 向當值職員直接表達對本會所服務的意見讚賞或申訴，並請留下聯絡資料以便跟進處理；  
Talk to the Duty Officer directly and leave your contact for follow-up;
- 2 致電本會所主任表達意見或申訴；  
make a call to the Centre-in-charge;
- 3 填寫【意見/投訴/讚賞紀錄表】(JDSQS15\_APP01)或直接去信予本會所主任；  
submit Opinion /Complaint Form (JDSQS15\_APP01) available at the counter;
- 4 電子郵件：jordan@ymca.org.hk (請留意：電子郵件在傳送途中可能會被第三者截取)；  
send email to jordan@ymca.org.hk (Please be reminded that e-mail transmissions are susceptible to interception by third parties);
- 5 如你感到本會所未能妥善處理你的意見和提議，歡迎填寫【意見/投訴/讚賞紀錄表】(JDSQS15\_APP01)或直接去信本會機構傳訊及市場拓展科。  
地址：九龍高打老道23號香港中華基督教青年會機構傳訊及市場拓展科收  
if you are dissatisfied with the result, you may appeal to the Corporate Communications & Marketing Section Department, Chinese YMCA of Hong Kong for further investigation.  
Address: Corporate Communications & Marketing Section, Chinese YMCA of Hong Kong

備註

如接獲意見/讚賞/投訴，會所主任/督導於接獲後7天內聯絡，親自/委派相關負責職員向對方回覆及了解有關情況，並於14個工作天內處理。

For opinions ,appreciations or complaints, the Centre-in-charge will assign the staff to discuss the matter with the complainant in within 7 working days of the complaints and handle the issue within 14 working days after discussion.

## 服務使用者意見

### Feedback

本會所致力提供完善及優質的服務，歡迎各服務使用者向本會提出對本會所任何的意見、稱讚或建議，並將意見表投入本會所意見箱內。

Jordan Centre is dedicated to providing excellent service. We welcome your suggestion and comments on our service. Feel free to write back the feedback form.

會友姓名(Name)

聯絡電話(Tel)

本人之意見(Comments)

【所有資料 絕對保密 All information will be kept confidential】

多謝您的寶貴意見！ Thank you for your valuable comments!

如需本會所作出回覆或跟進，請填妥意見欄內之姓名及聯絡電話。

本表格所收集之個人資料，只作反映、回覆及跟進用途，個人資料，絕對保密。本會跟進閣下意見後會銷毀其個人資料。

The personal data collected in this form will only be used for the purpose of evaluation, reply, and follow-up. All personal data will be kept confidential and will then be destroyed after follow-up.