

持續專業進修講座

CPD SEMINAR

代理安心錦囊 — 監管局處理投訴程序詳釋

TIPS FOR THE TRADE: PROCEDURES ON COMPLAINT HANDLING OF THE EAA



為確保持牌人對監管局處理投訴的程序有更深入了解，監管局分別於2015年7月29日、9月8日及15日，在不同地區舉辦一系列講座，名為《守法循規代理安心錦囊 — 監管局處理投訴程序詳釋》。

講座由監管局執行總監方安妮女士聯同其他監管局代表主講。講座內容包括與持牌人分享香港地產代理業界的執業水平，並解釋監管局處理投訴個案的原則和程序。

監管局代表透過一個初入行地產代理處理的租賃個案，演譯一連串從業員常犯的違規情況。透過個案提醒持牌人如何做到專業循規、避免犯錯。

講座反應熱烈，約有350名持牌人參與。

The EAA organised a series of CPD seminars in July and September to promote a better understanding of the procedures for handling complaints. Three seminars entitled “Tips to Promote Compliance in the Trade: Procedures on Complaint Handling of the EAA” were held in three different districts on 29 July, 8 September and 15 September 2015.

Ms Annie Fonda, Director of Operations, and other representatives of the EAA, briefed licensees regarding best practices for estate agents in Hong Kong and explained the EAA's complaint handling principles.

Through a role play, simulating a tenancy dispute, representatives of the EAA demonstrated some of the non-compliance issues commonly found in the trade, and emphasised areas where estate agents should maintain good service standards and avoid making mistakes. The EAA's complaint handling procedures were also explained to the audience to enhance mutual understanding and effective communication between the EAA and the trade.

The seminars were well received, and around 350 licensees attended.