

## 投訴處理：為歧視受害人討回公道

### Complaint Handling: Providing Redress for Victims of Discrimination

平機會獲授權就根據四條反歧視條例作出的投訴進行調查，並致力協助雙方透過調停解決紛爭。這些條例禁止基於性別、懷孕、婚姻狀況、餵哺母乳、殘疾、家庭崗位和種族的歧視。條例同時保障公眾免受性騷擾、基於餵哺母乳的騷擾，以及基於殘疾和種族的騷擾與中傷。

公眾人士如感到自己遭受反歧視條例所指的歧視、騷擾、使人受害及／或中傷，可透過平機會網站的網上投訴表格提出投訴，或透過郵遞、傳真方式，或親臨平機會辦事處遞交投訴。平機會在投訴處理程序的各個階段，均採用「以受害人為本」的方針，除了恪守公平公正的原則，還同時留心體恤受害人的特別需要。

The EOC is mandated to conduct investigations into complaints lodged under the four anti-discrimination ordinances, and endeavours to effect a settlement through conciliation for the parties in dispute. The ordinances prohibit unlawful discrimination on the grounds of sex, pregnancy, marital status, breastfeeding, disability, family status and race. They also prohibit sexual harassment, breastfeeding harassment, as well as harassment and vilification on the grounds of disability and race.

Members of the public who feel that they have been subjected to discrimination, harassment, victimisation and/or vilification, as specified in the anti-discrimination ordinances, may lodge a complaint with the EOC via the online complaint form on the EOC website, or by mail or fax. Complainants may also submit a complaint in person at the EOC office. The EOC adopts a “victim-centric” approach at all stages of the complaint-handling process, which recognises and pays attention to the special needs of the victims while adhering to the principles of fairness and impartiality.



平機會採用「以受害人為本」的方針，並恪守公平公正的原則。

The EOC adopts a “victim-centric” approach at all stages of the complaint-handling process, while adhering to the principles of fairness and impartiality.

## 投訴處理 Complaint Handling

### 投訴處理機制及程序

平機會收到查詢或投訴後，會進行初步評估／調查去審視：

- (a) 投訴是否由受屈人或獲認可的受屈人的授權代表提出；
- (b) 投訴是否在有關行為發生12個月內提出，或如延期作出投訴是否具備情有可原的情況；以及
- (c) 投訴是否有足夠資料支持屬反歧視條例下的違法行為。

如投訴符合上述條件，平機會會迅速編配個案主任跟進投訴，並邀請雙方嘗試提早調停，以就有關爭議及早達至互惠互利的解決方案。若提早調停不成功，平機會或會就投訴進行全面調查，讓平機會能夠掌握更多事實。調查期間，平機會將審視個案有關的所有資料。在合適的情況下，平機會鼓勵爭議雙方探討能否再次進行調停，以期達致和解。

為了讓公眾易於了解投訴處理程序，平機會製作了一系列視聽資訊，包括有關投訴和調停的短片，以及有關投訴處理程序的語音檔案。所有視聽資訊皆備有廣東話、普通話、英文及八種少數族裔語言版本，並已上載至平機會的網站。

### Complaint-handling Mechanism and Procedures

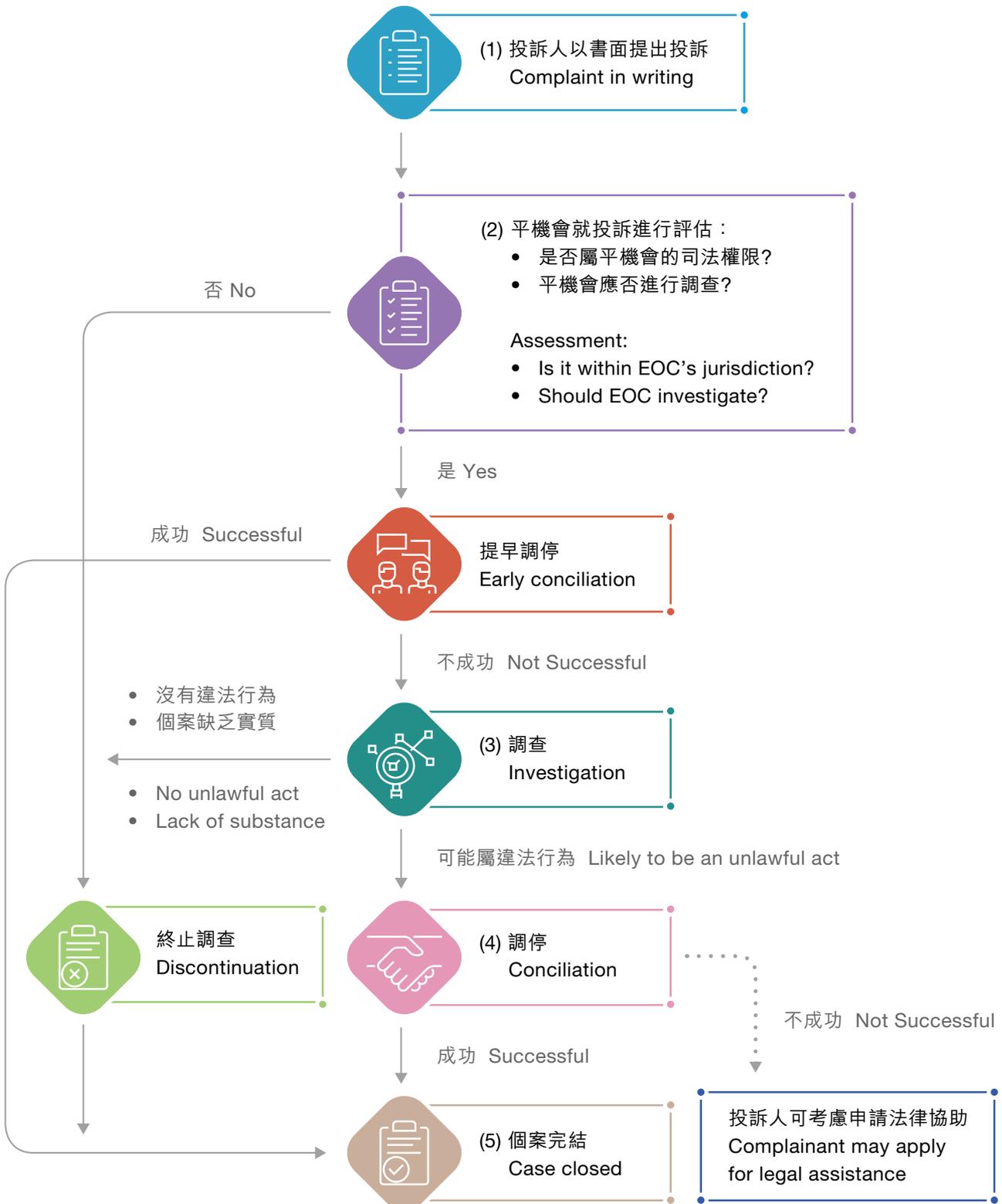
Upon receiving an enquiry or a complaint, the EOC will conduct a preliminary assessment/investigation to evaluate if:

- (a) The complaint is lodged by the aggrieved person or by an accepted representative authorised by that person;
- (b) The complaint is lodged within 12 months of when the alleged acts occurred, and if there were extenuating circumstances for a delay in making the complaint; and
- (c) The complaint contains information to support an allegation of unlawful act(s) under the anti-discrimination ordinances.

Where the above conditions have been met, a case officer will be promptly assigned to follow up on the complaint and will invite the parties involved to attempt early conciliation to promptly achieve a mutually beneficial resolution to the matter. In cases where the conciliation attempt is unsuccessful, the EOC may conduct a full investigation into the complaint, which will enable the EOC to gain clarity of the relevant facts. When investigating a complaint, the EOC examines all information relevant to the case. Where deemed appropriate, the EOC encourages the parties in dispute to explore again the possibility of reaching a settlement through conciliation.

To enable the public to better understand the complaint-handling procedures, the EOC has produced a series of audio-visual materials, including videos about complaints and conciliation, and audio tracks on the procedures. All the materials are available on the EOC website in Cantonese, Putonghua and English, as well as eight languages used by ethnic minority communities.

投訴處理程序流程圖  
Flowchart of the Complaint-handling Process



## 投訴處理 Complaint Handling

### 已處理的查詢及投訴

#### 查詢

平機會不時收到有關歧視、反歧視條例及平機會工作的查詢。查詢經由平機會網站的網上查詢表格、平機會電話熱線、信件或面談提出。

在2024-25年度，平機會共處理了10 244宗查詢，比2023-24年度增加2%。在所有查詢當中，有：

- 4 714宗為一般查詢，關乎反歧視條例的條文和平機會的活動；以及
- 5 530宗為具體查詢，關乎一些可能會演變為投訴的情況和事件。

### Enquiries and Complaints Handled

#### Enquiries

From time to time, the EOC receives enquiries about discrimination, the anti-discrimination ordinances and its work from the public. These are submitted to the EOC through the online form on the EOC website, the EOC telephone hotline, in writing or in face-to-face interviews.

In 2024-25, the EOC handled a total of 10 244 enquiries, 2% more than in 2023-24. Out of the total enquiries handled:

- 4 714 were general enquiries about the provisions of the anti-discrimination laws and events organised by the EOC; and
- 5 530 were specific enquiries about scenarios or incidents that might become complaints.

### 2024-25年度具體查詢數字(按條例分類)

#### Breakdown of Specific Enquiries by Ordinances in 2024-25



### 已處理的投訴

在2024-25年度，平機會收到1 102宗投訴，亦對涉及違法行為的事件或情況，以及根據法例可能引起歧視問題的事宜展開主動調查及／或作出跟進行動。有關事件是平機會留意到，或由第三方或不想參與調查或調停過程的個別受屈人士向平機會報告。在這些情況下，平機會會向有關方面查詢事件，解釋相關的法例條文，並就如何改善情況提供意見。

連同過往年度尚未完成的個案(包括平機會主動調查的個案)，平機會在2024-25年度共處理了1 398宗投訴，比2023-24年度的1 349宗增加了4%。

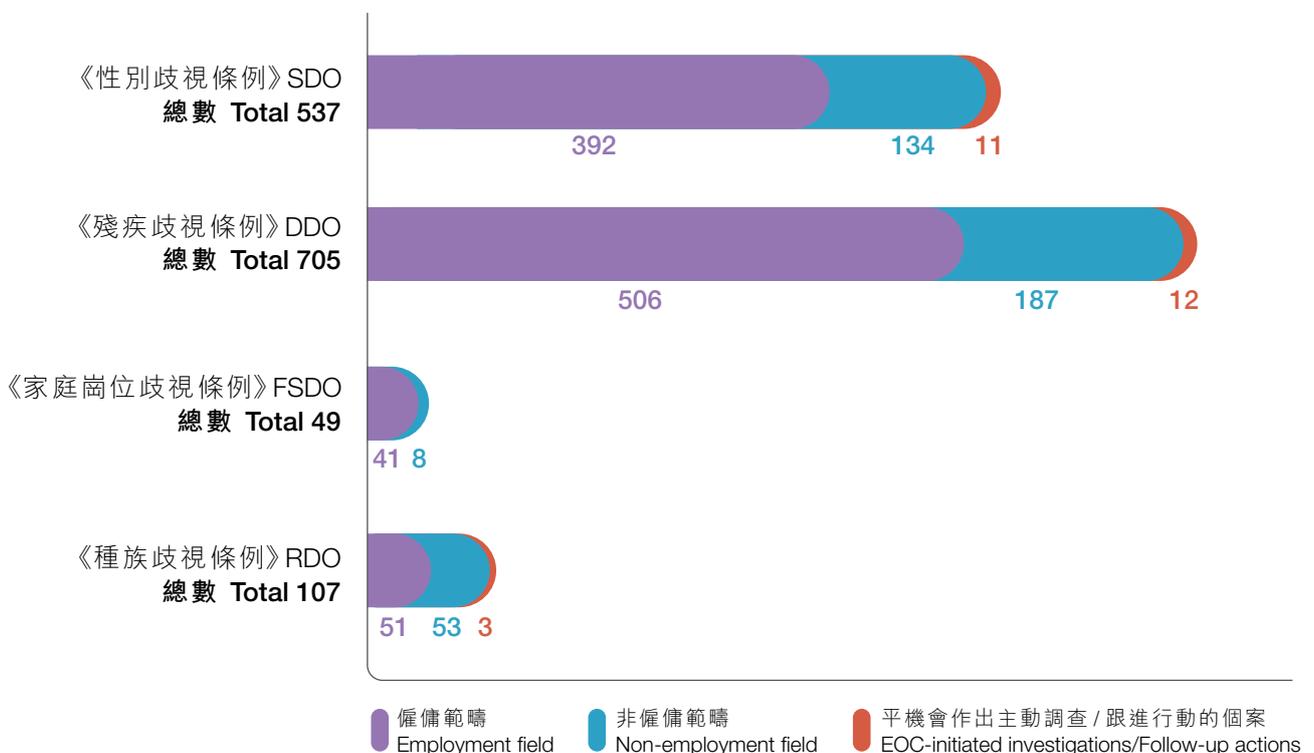
**2024-25年度已處理的投訴及平機會作出主動調查／跟進行動的個案總數(包括過往年度尚未完成的個案)：1 398宗**

### Complaints Handled

In 2024-25, the EOC received 1 102 complaints. The EOC also initiated investigation and/or follow-up actions into incidents or situations involving allegations of unlawful acts, and issues that gave rise to concerns of discrimination under the law. These incidents were noticed by the EOC, or brought to the attention of the EOC by third parties or aggrieved individuals who did not wish to be involved in the investigation or conciliation process. Under these circumstances, the EOC would approach the concerned parties to inquire into the matter, explain the relevant legal provisions and advise them on ways to rectify the situation.

Together with the complaints carried forward from previous years (including EOC-initiated investigations and/or follow-up actions), the EOC handled a total of 1 398 complaints in 2024-25, 4% more than the figure (1 349) in 2023-24.

**Total Number of Complaints and EOC-initiated Investigations/Follow-up Actions Handled in 2024-25 (including cases carried over from previous years): 1 398**



## 投訴處理 Complaint Handling

### 有關《性別歧視條例》的投訴

- 大部分(約75%)有關《性別歧視條例》的投訴屬於僱傭範疇。性騷擾(331宗)和懷孕歧視個案(99宗)仍然是最常見的兩類個案。

### 有關《殘疾歧視條例》的投訴

- 有關《殘疾歧視條例》的投訴中，有506宗屬於僱傭範疇，當中大多數涉及僱員因放病假和工傷而遭解僱。其餘的個案則主要涉及提供貨品、服務及設施或其他有關僱傭範疇的不利，例如不按比例削減年終獎金。

### 有關《家庭崗位歧視條例》的投訴

- 在49宗有關《家庭崗位歧視條例》的個案中，41宗屬於僱傭範疇，部分指稱涉及基於家庭崗位而遭解僱或蒙受其他有關僱傭範疇的不利，例如為照顧直系家庭成員而對彈性上班安排有真正需要，但卻被不合理要求超時工作。

### 有關《種族歧視條例》的投訴

- 在104宗有關《種族歧視條例》的個案中，53宗屬於非僱傭範疇，大部分的個案與提供貨品、服務或設施有關。

## 平機會的主動調查／跟進行動

如上文所述，平機會亦會對涉及違法行為的事件或情況，以及根據法例可能引起歧視問題的事宜展開主動調查及／或作出跟進行動。平機會在報告期內處理了26宗此類個案，大部分與《殘疾歧視條例》下有關通達和服務提供的問題，其次是《性別歧視條例》下有關招聘和服務提供的問題。

### Complaints under the SDO

- A large majority (around 75%) of the complaints handled under the SDO belonged to the employment field. Sexual harassment (331 cases) and pregnancy discrimination (99 cases) continued to be the two most common types of cases.

### Complaints under the DDO

- Of the complaints handled under the DDO, 506 cases were related to employment, and the majority were concerned with the dismissal of employees due to sick leave and work injuries. The majority of the remaining cases were related to the provision of goods, services and facilities and other employment-related detriments, such as disproportionate reduction of year-end bonus.

### Complaints under the FSDO

- Of the 49 FSDO complaint cases, 41 were employment-related. A number of the allegations concerned dismissals and other employment-related detriments, such as being subjected to unjustifiable requirements to work overtime, despite their genuine need for flexible work arrangements to care for their immediate family members.

### Complaints under the RDO

- Of the 104 cases handled under the RDO, 53 cases were non-employment related. The majority of these cases were related to the provision of goods, services and facilities.

## EOC-initiated Investigations/Follow-up Actions

As mentioned above, the EOC also initiated investigations and/or follow-up actions on incidents or situations involving unlawful acts, and issues that gave rise to concerns of discrimination under the law. During the period under review, the EOC handled 26 such cases. The cases received are mostly divided between issues related to accessibility and service provision under the DDO and those concerning recruitment and service provision under the SDO.



平機會就暢達問題作出的主動跟進行動  
EOC-initiated Follow-up Actions into Accessibility Issues

某食肆拒絕讓攜帶導盲犬的客人進入。平機會主動跟進該個案後，有關食肆推行措施，歡迎視障人士及其導盲犬進入食肆用膳。

A restaurant allegedly refused to allow customers with guide dogs to enter. After the EOC initiated follow-up action on the case, the restaurant implemented measures to welcome customers with visual impairments and their guide dogs to dine at the establishment.

在另一宗個案，一名巴士司機拒絕為輪椅使用者提供斜道登上巴士。平機會跟進個案，建議巴士公司為司機提供培訓時將事件用作參考例子，提醒司機採取積極措施協助殘疾乘客。

In another case, a bus driver allegedly refused to provide a ramp for wheelchair users to board the bus. The EOC followed up on the case and recommended that the bus company use the incident as an example in its training for drivers, reminding them to take proactive steps to assist passengers with disabilities.

平機會上述的跟進工作有助提升社區的通達程度。

The aforementioned follow-up actions by the EOC led to improvements in accessibility in the community.

## 調停

在調查投訴個案的過程中，平機會致力協助投訴人和答辯人通過調停達成和解。調停的目的是讓各有關方面找出一致同意的方法解決爭議，協助各人不再受爭議困擾。

調停完全屬自願性質。和解的形式可以是道歉、支付和解金、修改政策和慣例、檢討工作程序或其他安排。

## Conciliation

In the course of investigating a complaint case, the EOC endeavours to help the complainant and the respondent reach a settlement by way of conciliation. The purpose of conciliation is to bring together the parties concerned to look for ways to resolve the dispute consensually and help them move forward.

Conciliation is completely voluntary, and the settlement can be in the form of an apology, payment, change in policy and practice, review of work procedures or other arrangements.

## 投訴處理 Complaint Handling

在2024-25年度，有1 117宗投訴個案完結，當中169宗進行了調停，最終148宗成功調停，調停成功率為88%。2023-24年度的調停成功率是85%。

Of the 1 117 complaint cases concluded in 2024-25, 169 proceeded to conciliation, with 148 successfully conciliated. This translates into a conciliation success rate of 88% as compared to 85% in 2023-24.



### 和解個案案例

以下是平機會在2024-25年度處理的投訴個案案例。透過平機會的調停，投訴人和答辯人雙方進行商議，就解決方法達成協議。

### Examples of Conciliated Cases

The following are examples of complaints handled by the EOC in 2024-25. Through conciliation facilitated by the EOC, the complainant(s) and the respondent(s) were able to discuss and come to an agreement on the resolutions.



提供貨品、服務及／或設施方面的殘疾歧視

Disability Discrimination in Relation to the Provision of Goods, Services and/or Facilities

投訴人指稱某美容院因為她患有哮喘而拒絕她的預約。

The complainant alleged that a beauty parlour refused to take her booking due to her asthma.

根據《殘疾歧視條例》，服務提供者如基於某人的殘疾而拒絕提供貨品、服務或設施，即屬違法。

Under the DDO, it is unlawful for a service provider to refuse the provision of goods, services or facilities on the ground of a person's disability.

經調停後，投訴人與美容院的代表見面，該代表解釋公司有關健康申報的政策，並歡迎投訴人再次預約。美容院並同意提醒員工有需要時應徵詢醫護人員的意見。

Upon conciliation, the complainant met with a representative of the beauty parlour, who explained the company's policy regarding health declarations and welcomed the complainant to make another booking. The beauty parlour also agreed to remind their staff members to seek advice from medical personnel when needed.



僱傭方面的懷孕歧視和殘疾歧視

Pregnancy Discrimination and Disability Discrimination in Relation to Employment

投訴人指稱當她告知僱主自己懷孕後，僱主向她提供六個月的合約，而非原定的12個月合約。僱主稱因她放產假、病假和延長居家工作時間，而無法有效評估她的表現。

根據《性別歧視條例》，僱主如基於僱員懷孕而給予較差的待遇，即屬違法。根據《殘疾歧視條例》，僱主如基於僱員的殘疾而給予其較差的待遇，即屬違法。

經調停後，僱主同意作出和解金補償，並向投訴人發出工作證明。

The complainant alleged that after she informed her employer of her pregnancy, the employer offered her a six-month contract instead of a 12-month contract as previously observed, citing that they were unable to effectively evaluate her performance due to her maternity leave, sick leave and an extended period of working from home.

Under the SDO, it is unlawful for an employer to treat an employee less favourably on the ground of her pregnancy. Under the DDO, it is unlawful for an employer to treat an employee less favourably on the ground of his or her disability.

Upon conciliation, the employer agreed to offer a monetary sum and issue an employment certificate to the complainant.



教育方面的性騷擾

Sexual Harassment in Relation to Education

投訴人是一名大學生，她在通訊軟件收到由來歷不明的電話號碼發出的男性私處圖片和與性相關的訊息。後來，這個號碼被查出是投訴人的大學同學所有。

根據《性別歧視條例》，一名學生性騷擾在同一所學校就讀的另一名同學，即屬違法。性騷擾的定義是指不受歡迎的、涉及性的行為，而一個合理的人在顧及所有情況後，應會預期該人會感到受冒犯、侮辱或威嚇。

經調停後，該名同學同意向投訴人支付和解金補償。

The complainant, who is a university student, received a photo of a male genital and messages of a sexual nature from an anonymous number on a messaging application. The number was subsequently traced to a schoolmate from the complainant's university.

Under the SDO, it is unlawful for a student to sexually harass another student attending the same educational institution. Sexual harassment is defined as unwelcome conduct of a sexual nature in circumstances which a reasonable person, having regard to all the circumstances, would anticipate that the act would cause offence, humiliation or intimidation.

Upon conciliation, the schoolmate agreed to offer a monetary sum to the complainant.

## 投訴處理 Complaint Handling



### 僱傭方面的性騷擾 Sexual Harassment in Relation to Employment

投訴人是一間商店的兼職店務助理。他指稱其男性經理在店內觸碰他的乳頭。

The complainant is a male part-time shop assistant at a store. He alleged that a male manager at the store touched his nipple.

根據《性別歧視條例》，一名僱員對另一名同事作出不受歡迎的、涉及性的行為，而一個合理的人在顧及所有情況後，應會預期後者會感到受冒犯、侮辱或威嚇，即屬違法。

Under the SDO, it is unlawful for an employee to engage in unwelcome conduct of a sexual nature in relation to a co-worker in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the latter would be offended, humiliated or intimidated.

經調停後，該經理同意向投訴人支付和解金補償和給予道歉信。

Upon conciliation, the manager agreed to offer a monetary sum and provide an apology letter to the complainant.



### 僱傭方面的性別歧視 Sex Discrimination in Relation to Employment

投訴人是一名應徵文員一職的男性求職者，他被女面試官告知，其職責包括打理植物和洗杯，該職位只適合女性擔任。

The complainant, who is a male job applicant for the position of clerk, was informed by a female interviewer that the job duties of the post, including looking after plants and washing cups, were only suitable for female.

根據《性別歧視條例》，僱主如基於性別而拒絕聘用某人，即屬違法。

Under the SDO, it is unlawful for an employer to refuse to employ a person on the ground of his or her sex.

經調停後，求職者接受面試官的書面道歉。

Upon conciliation, the job applicant accepted a written apology from the interviewer.



僱傭方面的家庭崗位歧視  
Family Status Discrimination in Relation to Employment

投訴人指稱她為了照顧兩名患病的孩子請假而遭僱主解僱。

The complainant alleged that her employer terminated her employment after she took leave to look after her two children when they fell ill.

根據《家庭崗位歧視條例》，僱主如基於僱員的家庭崗位而將其解僱，即屬違法。

Under the FSDO, it is unlawful for an employer to dismiss an employee on the ground of his or her family status.

經調停後，僱主同意向投訴人支付和解金補償。

Upon conciliation, the employer agreed to offer a monetary sum to the complainant.



提供貨品、服務及／或設施方面的種族歧視  
Race Discrimination in Relation to the Provision of Goods, Services and/or Facilities

投訴人指稱一名地產代理在見到她與她的印度裔男朋友後，拒絕向她展示一單位。投訴人亦指稱該代理的僱主需要就代理的行為負上轉承責任。

The complainant alleged that a real estate agent refused to show her a flat after seeing her with her Indian boyfriend. The complainant also alleged that the employer of the agent is vicariously liable for his act.

根據《種族歧視條例》，服務提供者如基於某人的有聯繫者的種族而拒絕提供貨品、服務或設施，即屬違法。根據《種族歧視條例》，除非僱主已採取合理可行的措施去預防有關行為，否則僱主亦可能需要為其僱員的種族歧視行為負上轉承責任。

Under the RDO, it is unlawful for a service provider to refuse the provision of goods, services or facilities to a person on the ground of the race of an associate. Under the RDO, employers can also be held vicariously liable for acts of racial discrimination by their employees in the course of employment unless they have taken reasonably practical steps to prevent such acts.

經調停後，投訴人接受地產代理的書面道歉。

Upon conciliation, the complainant accepted a written apology from the real estate agent.

## 投訴處理 Complaint Handling

### 已完結個案

平機會每年的服務承諾是在所有完成的個案中，75%的個案是在六個月內完成。在2024-25年度，平機會有1 117宗個案完結（1 094宗投訴調查個案及23宗主動調查個案），當中有91%的個案是在六個月內完成處理（997宗投訴調查個案及23宗主動調查個案，共1 020宗），表示平機會的表現超越目標。此外，投訴的平均處理時間為87日。

根據法例，平機會可基於以下任何一個原因，決定不對投訴進行調查或終止調查。

- 平機會信納，根據有關的條例，投訴所指稱的行為不屬違法；
- 平機會認為受屈人不願意進行或繼續調查；
- 有關行為在12個月前作出；
- 在代表投訴個案中，平機會決定投訴不應以代表投訴方式作出（依據代表投訴的有關規則作處理）；或
- 平機會認為投訴屬瑣屑無聊、無理取鬧、基於錯誤理解或缺乏實質。

### Cases Concluded

The performance pledge of the EOC is to have 75% of the concluded cases each year completed within six months. In 2024-25, there were 1 117 concluded cases (including 1 094 complaints for investigation and 23 cases of self-initiated investigation and/or follow-up actions). Out of these, 91% of the cases were completed within six months (997 complaints for investigation and 23 cases of self-initiated investigation and/or follow-up actions, totalling 1 020 cases), meaning that the EOC surpassed its target. Furthermore, the average handling time of the complaints was 87 days.

Under the ordinances, the EOC may decide not to conduct or to discontinue an investigation into a complaint for any of the following reasons:

- The EOC is satisfied that the alleged act is not unlawful by virtue of a provision under the ordinances;
- The EOC is of the opinion that there is no desire on the part of the aggrieved person(s) for the investigation to be conducted or continued;
- More than 12 months have elapsed since the act;
- The EOC determines, in the case of a representative complaint, that the complaint should not be a representative complaint (in accordance with the relevant rules dealing with representative complaints); or
- The EOC is of the opinion that the complaint is frivolous, vexatious, misconceived or lacking in substance.

在2024-25年度，除了38宗個案因投訴人與答辯人提早解決而終止調查，平機會決定不對66宗個案進行調查，並終止調查821宗個案。前者的原因包括經平機會檢視投訴人提供的資料後，認為所指稱的行為不屬違法，或事件發生時間已超過追溯期限。至於後者，是指平機會已展開調查，但由於種種原因而在調查過程中決定終止調查，例如以個人理由撤回投訴或投訴欠缺實質。下表載列終止調查的原因：

In 2024-25, other than 38 cases that were discontinued due to early resolution between the complainant and the respondent, the EOC decided not to conduct an investigation in 66 cases, and discontinued handling another 821 cases after investigation. The former happens in different cases such as where the EOC, having reviewed the information provided by the complainant, considered that the alleged acts might not be unlawful or the incidents had happened far exceeding the statutory time limit. As for the latter, it refers to situations where the EOC already began but decided to discontinue the investigation during the process due to various reasons, such as withdrawal of the complaints out of personal reasons or the complaints were lacking in substance. A detailed breakdown of the reasons for discontinuation is set out in the table below:

原因 Reason	不對投訴進行調查 Investigation not conducted	終止調查 Investigation discontinued
所指稱的行為不屬違法 The alleged act was not unlawful	13	24
受屈人不願意進行或繼續調查 The person aggrieved by the act did not wish for an investigation to be conducted or continued	23	245
有關行為在12個月前作出 A period of more than 12 months had elapsed since the act took place	3	18
投訴缺乏實質、基於錯誤理解等 The complaint was lacking in substance or misconceived etc.	27	534
<b>總數 Total</b>	<b>66</b>	<b>821</b>
投訴人與答辯人提早解決 <b>Early resolution between complainant and respondent</b>	<b>38</b>	

## 投訴處理 Complaint Handling

### 服務使用者的正面回應

平機會不時接獲公眾的正面意見和鼓勵說話，這些公眾人士都曾使用平機會的服務，向平機會作出查詢和提出投訴，又或獲得平機會的法律協助，跟進他們的個案。他們具建設性的意見和正面評價促使平機會繼續維持優質服務水平以及持續提升表現。



在此過程中，我由衷感謝您和平機會團隊為調查此案所付出的努力和專業。您的投入和專業態度令人敬佩，我很感謝您們的協助。



### Positive Feedback from Service Users

From time to time, the EOC receives encouraging and positive feedback from members of the public, who have lodged enquiries and complaints with the EOC, or have received legal assistance in taking their cases forward. Their constructive feedback and positive comments encourage the EOC to maintain its commitment to excellence and dedication to continuous enhancement.



I'm extremely grateful that you've taken on my case and have been consistently following up. Your commitment to upholding fairness in discrimination cases is truly valued.



I am writing to express my heartfelt thanks for all that you've done for the complainant's case. Thank you for going out of your way to facilitate a settlement. This means a lot for the complainant and has brought her closure for a difficult chapter of her life.



May I take this opportunity to express my heartfelt appreciation to the support of the EOC.

Our clients wish to express their gratitude for the hard work of the Commission.



很感謝貴會盡心竭力的幫忙，以致能與答辯公司達成和解，也很多謝個案主任的體諒，百忙中仍抽空遠道來遷就和協助我簽署協議文件！





衷心感謝您在處理我們的殘疾歧視投訴過程中所提供的專業協助和支持。您的努力和專業知識不僅幫助我們取得了公義，也讓我們感受到平等和尊重。

投訴人託我感謝個案主任及平機會同事，希望大家能在反歧視的路上，繼續幫助基層工友！我也感謝你在過去一年多的持續付出和努力！



在這半年的日子裡，得到您的幫忙讓我可以放心做手術，健康咁回來了。特別是您對工作的專業精神，面對每日繁忙個案非常有耐心地處理妥當，總是盡善盡美，讓我感到無比安心，您辛苦了！



I also want to express my heartfelt thanks for your effort yesterday in facilitating the negotiations. I really appreciate you staying behind for us to facilitate the settlement.



有勞幫忙及謝謝你的耐心開解，無言感激！



The respondent would like to express our appreciation for the efforts of the EOC to handle this complaint of pregnancy discrimination fairly and without bias.



Thank you for your dedication and hard work in facilitating the conciliation. I appreciate your ongoing support and guidance throughout this matter.



欣賞你對工作的熱誠及持平態度，讚揚你的專業，多謝你的幫忙。

