

Quarterly Complaints Report



Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 4TH QUARTER OF 2009

Status	Oct '09	Nov '09	Dec '09	Total
Number of complaints received	293	322	361	976
Number of complaints resolved	171	193	195	559
Number of complaints unresolved	122	129	166	417
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	58%	60%	54%	57%
No. of outstanding complaints resolved	381	112	310	803
Total number of complaints resolved	552	305	505	1,362

REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN OCT'09 - DEC'09

\$267,909.00

OUR CUSTOMER SERVICE PROMISE TO YOU – THE RIC WILL:

- Conduct an investigation to obtain all the necessary facts both from you and the Service Provider.
(Copies of all relevant information that would assist us in understanding the complaint should be provided.)
- Respond to your written, telephone and email complaints within ten (10) working days of receipt.
- Forward our response to your complaint to the Service Provider and then provide written confirmation of action taken.
- Keep you up-to-date on the progress of our investigation of your complaint and its resolution.
- Ensure that you are attended to by a Customer Services Representative within ten (10) minutes of your appointment time.

IF YOU HAVE A COMPLAINT, YOU MUST FIRST MAKE CONTACT WITH THE SERVICE PROVIDERS (I.E. WASA & T&TEC) AND GIVE THEM THE OPPORTUNITY TO RESOLVE

1st & 3rd Floors, Furness House
Cor. Wrightson Road & Independence Square,
Port-Of-Spain, Trinidad, WI.
P.O. Box 1001

• Tel: 800-4RIC (4742) • Fax: 624-2027

• Website: www.ric.org.tt • Email: complaints@ric.org.tt

**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests