

Status	Jan '08	Feb '08	Mar '08	Total	
Number of complaints received	328	227	275	830	830
Number of complaints resolved	155	105	116	376	376
Number of complaints unresolved	173	122	159	454	
Number of complaints withdrawn					
Resolution rate for complaints received	47%	46%	42%	45%	
No. of outstanding complaints resolved	33	132	163	328	
Total number of complaints resolved	188	237	279	704	
Rebate/compensation awarded to	TT\$0	TT\$3,718	TT\$244	3,962	