

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC'S COMPLAINTS REPORT FOR 1st QUARTER OF 2010

Status	Jan '10	Feb '10	Mar '10	Total
Number of complaints received	528	263	936	1,727
Number of complaints resolved	253	90	365	708
Number of complaints unresolved	275	173	571	1,019
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	48%	34%	39%	41%
No. of outstanding complaints resolved	150	53	139	342
Total number of complaints resolved	403	143	505	1,051

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN'10 - MAR'10**

**\$9,745.00**

### 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 THE PROBLEM.**

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P.O. Box 1001

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• Website: [www.ric.org.tt](http://www.ric.org.tt) • Email: [complaints@ric.org.tt](mailto:complaints@ric.org.tt)

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*Protecting YOUR Interests*