

Quarterly Complaints Report



Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 1st QUARTER OF 2012

Status	Jan '12	Feb '12	Mar '12	Total
Number of complaints received	219	202	282	703
Number of complaints resolved	124	86	128	338
Number of complaints unresolved	94	113	143	350
Number of complaints withdrawn	1	3	11	15
Resolution rate for complaints received	57%	43%	47%	49%
No. of outstanding complaints resolved	91	91	103	285
Total number of complaints resolved	215	177	231	623

REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN '12- MAR '12

\$787,392.00

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.

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

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

**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests