

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 1st Quarter 2016

Status	Jan '16	Feb '16	Mar '16	Total
Number of complaints received	150	247	222	619
Number of complaints resolved	108	132	119	359
Number of complaints unresolved	42	115	103	260
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	72%	53%	54%	58%
No. of outstanding complaints resolved	50	45	91	186
Total number of complaints resolved	158	177	210	545

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN - MAR 2016**

**\$38,553.00**

### 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

• Tel: 800-4RIC (4742) • Fax: 624-2027  
• Website: [www.ric.org.tt](http://www.ric.org.tt) • Email: [complaints@ric.org.tt](mailto:complaints@ric.org.tt)

**REGULATED  
INDUSTRIES  
COMMISSION** 

*Protecting YOUR Interests*