

Status	Jan '09	Feb '09	Mar '09	Total
Number of complaints received	178	192	242	612
Number of complaints resolved	86	89	135	310
Number of complaints unresolved	92	103	107	302
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	48%	46%	56%	51%
No. of outstanding complaints resolved	66	43	83	192
Total number of complaints resolved	152	132	218	502
Rebate/compensation awarded to	TT\$0	TT\$0	TT\$148	TT\$148