

RIC's Complaints Report for 4th Quarter for 2008

<b>Status</b>	<b>Oct '08</b>	<b>Nov '08</b>	<b>Dec '08</b>	<b>Total</b>
Number of complaints received	311	260	212	783
Number of complaints resolved	163	111	102	376
Number of complaints unresolved	148	149	110	407
Number of complaints withdrawn	0	0	0	
<b>Resolution rate for complaints received</b>	<b>52%</b>	<b>43%</b>	<b>48%</b>	<b>48%</b>
No. of outstanding complaints resolved	67	75	471	613
Total number of complaints resolved	<b>230</b>	<b>186</b>	<b>573</b>	989
<b>Rebate/compensation awarded to customers</b>	<b>TT\$11,506</b>	<b>TT\$2,120</b>	<b>TT\$25,212</b>	<b>TT\$38,838</b>

