

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 4th Quarter 2013

Status	Oct '13	Nov '13	Dec '13	Total
Number of complaints received	188	183	189	560
Number of complaints resolved	104	91	137	332
Number of complaints unresolved	82	90	50	222
Number of complaints withdrawn	2	2	2	6
Resolution rate for complaints received	56%	50%	73%	60%
No. of outstanding complaints resolved	137	52	122	311
Total number of complaints resolved	241	143	259	643

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN OCT- DEC 2013**

**\$218,796.00**

### 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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Cor. Wrightson Road & Independence Square,  
Port-Of-Spain, Trinidad, WI.  
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)

**REGULATED  
INDUSTRIES  
COMMISSION** 

*Protecting YOUR Interests*