

Quarterly Complaints Report



Consumer Complaints Get Resolved

RIC's Complaints Report for 1st Quarter 2014

Status	Jan '14	Feb '14	Mar '14	Total
Number of complaints received	123	208	229	560
Number of complaints resolved	62	120	121	303
Number of complaints unresolved	61	88	108	257
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	50%	58%	53%	54%
No. of outstanding complaints resolved	33	82	34	149
Total number of complaints resolved	95	202	155	452

REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN-MAR 2014

\$2,040,657.00

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

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

**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests