

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 3rd Quarter 2014

Status	Jul '14	Aug '14	Sep '14	Total
Number of complaints received	239	94	116	449
Number of complaints resolved	134	38	44	216
Number of complaints unresolved	105	56	72	233
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	56.1%	40.4%	37.9%	48%
No. of outstanding complaints resolved	119	71	109	299
Total number of complaints resolved	253	109	153	515

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JULY-SEPT 2014**

**\$ 22,344.00**

### 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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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*