

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 4th Quarter 2014

Status	Oct '14	Nov '14	Dec '14	Total
Number of complaints received	189	242	180	611
Number of complaints resolved	75	130	97	302
Number of complaints unresolved	114	112	83	309
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	39.7%	53.7%	53.9%	49.4%
No. of outstanding complaints resolved	148	66	178	392
Total number of complaints resolved	223	196	275	694

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN OCT-DEC 2014**

**\$519,481.00**

### 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.**

1st & 3rd Floors, Furness House  
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](http://www.ric.org.tt) • Email: [complaints@ric.org.tt](mailto:complaints@ric.org.tt)

**REGULATED  
INDUSTRIES  
COMMISSION** 

*Protecting YOUR Interests*