

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 2nd Quarter 2015

Status	Apr '15	May '15	Jun '15	Total
Number of complaints received	207	337	175	719
Number of complaints resolved	111	212	94	417
Number of complaints unresolved	96	125	81	302
Number of complaints withdrawn	0	1	0	1
Resolution rate for complaints received	54%	63%	54%	58%
No. of outstanding complaints resolved	86	76	113	275
Total number of complaints resolved	197	288	207	692

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN APR-JUN 2015**

**\$110,032.00**

### 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*