

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC'S COMPLAINTS REPORT FOR 2nd QUARTER OF 2012

Status	Apr '12	May '12	Jun '12	Total
Number of complaints received	455	280	325	1,060
Number of complaints resolved	250	114	131	495
Number of complaints unresolved	186	135	190	511
Number of complaints withdrawn	19	31	4	54
Resolution rate for complaints received	57%	46%	41%	49%
No. of outstanding complaints resolved	124	249	90	463
Total number of complaints resolved	374	363	221	958

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN APR '12- JUN'12**

**\$580,472.00**

### 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)

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INDUSTRIES  
COMMISSION** 

*Protecting YOUR Interests*