

Quarterly Complaints Report



Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 3rd QUARTER OF 2010

Status	Jul '10	Aug '10	Sep '10	Total
Number of complaints received	194	128	179	501
Number of complaints resolved	74	53	94	221
Number of complaints unresolved	120	75	85	280
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	38%	41%	53%	44%
No. of outstanding complaints resolved	259	117	159	535
Total number of complaints resolved	333	170	253	756

REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JUL'10 - Sep'10

\$906,680.00

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

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• Website: www.ric.org.tt • Email: complaints@ric.org.tt

**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests