

Quarterly Complaints Report



Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 3rd Quarter 2011

| Status | Jul '11 | Aug '11 | Sep '11 | Total |
|---|---------|---------|---------|-------|
| Number of complaints received | 166 | 241 | 220 | 627 |
| Number of complaints resolved | 106 | 172 | 145 | 423 |
| Number of complaints unresolved | 60 | 69 | 75 | 204 |
| Number of complaints withdrawn | 0 | 0 | 0 | 0 |
| Resolution rate for complaints received | 64% | 71% | 66% | 67% |
| No. of outstanding complaints resolved | 62 | 72 | 103 | 237 |
| Total number of complaints resolved | 168 | 244 | 248 | 660 |

REBATE/COMPENSATION AWARDED TO CUSTOMERS WITHIN THE 3RD QUARTER 2011

\$453,858.00

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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**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests