

# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 2nd Quarter 2021

Status	Apr-21	May-21	Jun-21
Number of Complaints received	200	143	136
Number of complaints resolved	131	90	81
Number of complaints unresolved	69	53	55
Resolution rate for complaints received	66%	63%	60%
<b>REBATE / COMPENSATION AWARDED TO CUSTOMERS BETWEEN APR - JUN 2021</b>		<b>\$ 28,294.00</b>	

### 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.

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.

#37 Wrightson Road  
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)

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COMMISSION**   
*Protecting YOUR Interests*