



WHAT WE MEAN:

APPEAL: Any contact where the utility company has completed an investigation into a customer's complaint, the customer remains dissatisfied with the outcome and writes to the OUR asking for an independent investigation of the matter.

COMPLAINT: Any contact by utility consumers seeking advice or expressing dissatisfaction with how a matter is handled by a provider in relation to the terms and conditions of service or Business Policies of utility providers, etc. Acceptance of complaints does not require submission of a written response from the service provider.

CUSTOMER CONTACT: Any contact made to the OUR to register an appeal, inquiry, opinion, etc. Contact can be made through the telephone, post, electronic channels (emails, website, and social media page) and visits.

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OUR

OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

ISO 9001:2015

COMPLAINTS PROCESS



There may be times when you, the consumer, feel that a particular action by a utility provider is in breach of applicable laws, licence conditions, policies and/or terms and conditions. Under such circumstances, the OUR is an avenue for redress through our Complaint's Process.

The OUR protects utility consumers through the functions of the Consumer Affairs Unit, (CAU). Among other things, it receives, records and processes consumer complaints, among other processes, it also monitors trends and provides the Office with advice on measures to be taken to improve service delivery to consumers

HOW DO I SUBMIT A COMPLAINT?



Contact the utility provider via phone, letter, email or any other channel they provide for their complaints handling process. Bring the matter to the attention of a customer service representative, supervisor, or manager, if no response is received within the prescribed time for the utility provider to respond to you. The hearing of grievances is a consumer's right and utility providers are obliged to have the issues consumers bring to them addressed or clarified.



If a utility customer contacts the OUR and reports that on the non-receipt of a response from a provider, the OUR through one of its Consumer Affairs Officers will contact the provider on the customer's behalf.



There are prescribed timelines within which providers should respond to customers. These timelines are set out in the Guaranteed Standards for electricity and water providers and in their Terms and Conditions for telecommunications providers.

OUR's Complaint Process Service Standards

COMPLAINT PROCESS	How long it takes (Working Days)
Acknowledge Correspondence and Assign case	2
Prepare and dispatch complaint letter (to service provider)	5
Receive response to complaint letter from service provider.	30
Review and analyse response from service provider.	15
Prepare and dispatch follow-up complaint letter/email to service provider	5
Receive Provider's Response to follow-up Case Letter	5
Prepare and dispatch final response to customer	3
Total	65

Special Complaints These are matters which require further escalation to more senior personnel within utility providers and/or consultation outside of the CAU. As such, an additional twenty (20) working days have been added to the process for these matters. This means that the completion timeline is eighty-five (85) working days for Special Complaints.

