

# HOW TO FILE A COMPLAINT



# 1

## Gather Your Information



Before you file a complaint, it is best to gather all details and information relevant to the complaint. This includes your account number, service call dates, and any correspondence with the service provider. It is also helpful to know what you want as a resolution.

# 4

## URCA Investigates Complaint



Upon receipt of the complaint, URCA will review the merits of the complaint and proceed with engaging the provider as needed. In certain circumstances a formal investigation may be warranted and may be carried out by URCA.

# 2

## File Complaint with Provider



Next, you file a complaint with the service provider in question. Make note of your contract, your obligations, terms of service and URCA's regulations when lodging complaints. URCA allows providers 30 days to resolve a complaint.

# 5

## URCA Provides Response



URCA will conduct a formal investigation into the complaint once all relevant details including copies of bills, receipts and any other relevant correspondence or documents are presented to URCA. Depending on its findings, URCA may identify remedial measures to be undertaken by the Service Provider

# 3

## File Complaint with URCA



If the matter is unresolved after 30 days, you may reach out to URCA to file a complaint. URCA complaints can be sent via telephone (242-393-0263), email (info@urcabahamas.bs) or online at [www.urbahamas.bs](http://www.urbahamas.bs)

# 6

## What's Next?



The consumer will be advised of URCA's decision and the file will be marked closed. If the decision made by URCA is not accepted by the consumer or the Service Provider, the consumer and or the service provider can appeal to the Utilities Appeal Tribunal.