



COMPLAINTS & COMPLIMENTS

How to make a complaint
or pay us a compliment



MERSEYSIDE RECYCLING & WASTE AUTHORITY

**MERSEYSIDE... A PLACE
WHERE NOTHING IS WASTED**

Who we are

Merseyside Recycling and Waste Authority (MRWA) has a statutory duty to undertake the household waste disposal functions for local authorities across Merseyside - Knowsley, Liverpool, Sefton, St Helens and Wirral.

MRWA takes a lead in advocating recycling, waste minimisation and the safe and effective disposal of household waste for Merseyside's residents. In partnership with its contractor Veolia Environmental Services it operates a range of facilities including Household Waste Recycling Centres, Waste Transfer Stations and Material Recovery Facilities.

Your complaints and compliments

We know we occasionally make mistakes and you might feel unhappy about the service we have provided.

When this happens making a complaint can help us solve the problem, and by solving the problem we can learn from our mistakes and can make sure the same problem doesn't happen again.

This will help us improve the services we give to all our residents.

At the same time when we do something well, we like to know about it.

This helps us to understand what you think is a good standard of service - and it means our staff know when they've done a good job.

How to make a complaint or pay us a compliment

To make sure that we deal with any complaints fairly and consistently we follow a structured procedure.

This leaflet explains how you can make a complaint and the stages we follow to sort out your problem.

You can make a complaint or pay us a compliment in the way that is easiest for you. You can:

- Talk to a member of staff on the telephone or in person
- Write to us - You can use the form attached or write to us at the freepost address listed
- Email us or contact us through our website
- Fax us

What you can expect

- Your complaint will be taken seriously, dealt with as quickly as possible and investigated fully.
- We will provide an initial response within seven working days.
- We will identify a named officer to act as your contact.
- We will aim to resolve your complaint within 28 working days.
- Apologise if we get things wrong and try to put the situation right as soon as possible.
- Learn from our mistakes so they don't happen again.
- Tell you about any improvements we make as a result of your complaint.
- We will give you the opportunity to appeal against any decision.
- We will respect your privacy and personal information at all times.
- If you pay us a compliment we'll ensure that the individual team or facility are told and thanked.

Resolving your complaint

If after going through the stages of the complaints procedure you are still not happy, you have the opportunity to appeal against the outcome of your complaint.

Appeals should be formally notified to us within 14 working days of you being notified of the outcome of our investigation into your complaint.

Appeals will be considered by the relevant MRWA Director or the MRWA Chief Executive where appropriate.

Finally if you are still dissatisfied with the way in which the Authority has dealt with your complaint you may wish to contact your Local Government Ombudsman (LGO).

The LGO is completely independent of the Authority and has a legal duty to investigate complaints about local government organisations. The LGO will usually only consider a complaint after it has been through the Authority's Complaint process.

For more information:

Tel: 0300 061 0614 (Monday - Friday 8:30am - 5:00pm)

Web: www.lgo.org.uk

Write to: Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH

How to contact us

You can make a comment or complaint by contacting the Authority:

WRITE TO US:

FREEPOST RTC-BBXA-HAEZ
Merseyside Recycling and Waste Authority
7th Floor, No 1 Mann Island
Liverpool
Merseyside
L3 1BP

PHONE US:

Tel: 0151 255 1444

Our office is open from Monday - Friday 8:30am until 4:45pm, after that time there is an answering machine available.

CONTACT US THROUGH OUR WEBSITE:

www.merseysidewda.gov.uk/contact-us

EMAIL US:

enquiries@merseysidewda.gov.uk

FAX US:

F: 0151 227 1848

Our office is open from Monday - Friday 8:30am until 4:45pm. If you contact us after that time your query will be dealt with on the next working day.

Merseyside Recycling and Waste Authority is the public facing name for Merseyside Waste Disposal Authority which is a statutory authority under the Local Government Act 1985.



When you have finished with
this document please recycle it

100% recycled

This document is printed
on 100% recycled paper



Complaints, comments & compliments form

For a personal reply, please provide the following details:

Name

Address

Postcode

Email address

Telephone number

This is a: Comment Compliment Complaint

**Details of your comment, compliment or complaint
(please provide as much detail as possible)**

If a complaint is being made, what action do you feel should be taken to resolve it?

Please return the completed form to:

FREEPOST RTC-BBXA-HAEZ
Merseyside Recycling and Waste Authority
7th Floor, No 1 Mann Island
Liverpool
Merseyside
L3 1BP

Please detach this form and send it to the Authority.
You do not need a stamp on your envelope.

Office use only

Date received

Method received

Direct to MRWA Via Veolia/on site

Other (Please specify)

Registered on Complaints system

Yes No

Date registered

Please detach

