



MERSEYSIDE WASTE DISPOSAL AUTHORITY

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

COMMENTS AND COMPLAINTS PROCEDURE

1. INTRODUCTION AND SCOPE

The Authority endeavours to provide its stakeholders with quality services at all times. It recognises, however, that there may be areas where these services can be improved or occasions when they fail to meet the expectations of customers. This procedure is provided to deal with comments and complaints received from stakeholders in a fair and consistent manner.

- 1.1. This procedure has been established by the Merseyside Recycling and Waste Authority (the Authority) to record and respond to comments and complaints received by members of the public and other stakeholders.
- 1.2. All comments and complaints will be dealt with impartially, objectively and professionally and those making the comment / complaint will not be subjected to adverse treatment by the Authority or its agents as a result.
- 1.3. The scope of this procedure includes the receipt of comments and complaints in relation to the performance of the Authority and those conducting activities on its behalf. This procedure does not apply to the conduct of elected Members. Comments and complaints relating to Members should be referred to the Monitoring Officer.
- 1.4. Where appropriate, this procedure may invoke other procedures in existence with either the Authority or its agents including disciplinary and capability procedures.

2. DEFINITION OF A COMMENT / COMPLAINT

- 2.1. A comment / complaint is an expression (of satisfaction, dissatisfaction or a suggestion) by one or more members of the public about the Authority's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Authority itself or a person or body acting on its behalf.
- 2.2. A person making a complaint or registering a comment will be referred to as the complainant for the purposes of this procedure.

2.3. Comments / complaints can be received by various forms of communication which includes but is not limited to:

- i. By telephone
- ii. By letter
- iii. In person
- iv. By e-mail
- v. Via the Authority's website
- vi. By the Authority's Comment and Complaints form.
- vii. Via the Authority's social media on Twitter or Facebook

2.4. The Authority recognises that sometimes members of the public may complain but without describing their letters as complaints. The Authority will endeavour to identify such submissions which have not been formally described as complaints and these will be treated as such.

2.5. A complainant should be encouraged to provide their name and contact details. Such details provided by the complainant shall be treated as confidential and, wherever possible, only made known to those who need to consider the complaint. The Authority will recognise complaints or comments received anonymously as part of this procedure although there may be practical difficulties in concluding an investigation.

3. EXCLUSIONS FROM THIS PROCEDURE

3.1. Complaints about the conduct of councillors should not be handled through the corporate complaints system. Complaints about councillors' conduct should always be reported to the Monitoring Officer or the Clerk to the Authority in his/her absence and will be treated in accordance with the relevant Members Code of Conduct.

3.2. This procedure does not apply to comments or complaints received from the Authority's employees. The Grievance Procedure and Suggestion Scheme are in place for these purposes.

4. REGISTER AND RESPONSIBILITIES

A central register of all comments and complaints shall be maintained electronically within the Business Services Section. All staff will be able to add to and view the register however, only approved staff will be granted access to make amendments.

Comments and complaints submitted directly to the Authority's contractors, partners and agents in relation to services provided on behalf of the Authority will be dealt with and responded to as part of that organisations complaints system. Reporting of these comments, complaints and compliments should be reported to the Authority on a regular basis as agreed within the recognised contract.

4.1. Comments or complaints regarding MWDA services staff or procedures will be forwarded to the manager or the relevant responsible officer of the relevant Section in

the first instance. Where the officer receiving the complaint cannot identify the relevant Section, the complaint shall be forwarded to the Business Services Manager.

4.2. Details of complaints are copied automatically to the relevant Director and the Chief Executive, where a complaint is:

- i. made by a Councillor or holder of another senior public post potentially in relation to a criminal act or fraudulent activity
- ii. potentially a high profile or sensitive complaint for some other reason
- iii. Recorded as a Level 3 comment or complaint

4.3. All complaints in relation to claims of criminal or fraudulent activity or breaches of the Authority's Procedural Rules shall be reported to the Treasurer and advice sought from the Authority's internal auditors.

4.4. The register will record all relevant details regarding the complainant and the nature of the complaint. The register is a secure system but if a high level of confidentiality is required, this information may be truncated or omitted from the main screen of register and added as a document on the system instead.

4.5. The register will identify the officer to whom the complaint was made and the officer or section responsible for dealing with the complaint.

4.6. The register will be updated as necessary to show the progress of the complaint including the officer responsible for dealing with the complaint if not identified previously, the status of the complaint (e.g. Ongoing/Resolved/Appeal) and details of responses / actions including dates and cross references to documents (including computer file names where applicable).

4.7. All staff dealing with any stage of a complaint shall be mindful of the need to treat the complaint as confidential.

4.8. Some complaints may involve more than one organisation where services are provided under partnership arrangements. In these circumstances, the partners will appoint a lead authority to handle the complaint. Where this Authority is not identified as the lead authority, the complaint must still be recorded within the Authority's systems and monitored accordingly. This should be noted in the Title of the complaint.

5.0. COMMENTS AND COMPLAINTS SYSTEM

Comments and complaints will be dealt with quickly, thoroughly, rigorously and in a consistent manner. The System uses three definitions of complaint that indicate the level of seriousness of the issue. They are as follows:

LEVEL 1 complaint

- i. Is a complaint relating to a process or service either at the Authority or relating to one of the sites or staff, and is not of serious nature.
- ii. All Level 1 complaints should be formally recorded in the System including the details of the complainant and the details of their complaint or comment, and forwarded to the appropriate officer for action or to the relevant contractor or partner in line with the existing contractual agreement.
- iii. A response will be prepared as outlined in Section 4.8 to complete the process. If a response is requested by telephone - a responsible officer should undertake this and all details of the conversation should be recorded in writing as part of the response process.
- iv. The complaint will be investigated in line with the investigative guidance detailed in Section 8 and communicated to the complainant in line with Section 4.8.

LEVEL 2 complaint

- i. The complaint is more serious in nature than a Level 1 comment or complaint
- ii. The complaint is in relation to a serious contractual issue; or
- iii. It is of a relatively serious nature that may lead to a review of current practice.
- iv. The complaint should be formally recorded in the System and forwarded to the appropriate officer for action or to the relevant contractor or partner in line with the existing contractual agreement.
- v. The complaint will be investigated in line with the investigative guidance detailed in paragraph 9 below and communicated to the complainant in line with Section 4.8.

LEVEL 3 complaint

- i. This level should be used only where the complaint is of a sufficiently serious nature, in particular if the complaint involves an allegation of criminal or fraudulent activity or relates to serious health and safety issues.
- ii. The Chief Executive and the relevant Director will be informed of the complaint. Whilst details of the complaint need to be recorded, consideration should be given to the need for confidentiality to preserve the identity of the complainant and so as not to interfere with any subsequent investigation by the Authority, its auditors or the police. LEVEL 3 complaints are also those that are received from a councillor, MP or other VIP.

4.8. Informing the Complainant

The complainant shall be kept informed of the progress of their complaint. This will normally include:

Action	Timescale
a. Initial acknowledgement of complaint in writing to complainant, including details of the complaints system and the officer dealing with the complaint.	Within seven days.
b. Letter outlining outcome of result of the investigation of complaint a follow up questionnaire relating to customer satisfaction and the details of the right of appeal or a progress update if the complaint has not been resolved.	Within 28 days and each subsequent 28 days until complaint has been resolved.

4.9. Right of Appeal

The complainant has a right to appeal against the outcome of a comment / complaint. Appeals should be formally notified within 14 days of the decision being notified to the complainant. Appeals will be considered by the relevant Director or the Chief Executive where appropriate.

- i. In the event that the complainant is dissatisfied with the way in which the Authority has dealt with the complaint they may wish to contact the Local Government Ombudsman (LGO).
- ii. 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

5. MAINTAINING, MONITORING AND REPORTING

5.1. The progress of individual complaints shall be the responsibility of the relevant officer who will ensure that the central register is updated at regular intervals.

5.2. Standard reports shall be generated from the System on a monthly basis by the Business Services Section to provide managers with information on the levels and progress of complaints and where necessary to prompt further action.

5.3. Information collated from customer feedback questionnaires Section 4.8. regarding customer satisfaction shall be analysed on an annual basis.

5.4. Contractual complaints

Where a complaint is being dealt with by a contractor, the contractor will be obliged to provide details of the investigation of the complaint and provide a response and any

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actions or recommendations for change or improvement as prescribed within the relevant contract.

Where comment books are provided by the contractor on site, these will be inspected by the Authority's officers on a regular basis and will be consistent with the Authority's central register. Contractual complaints shall be identified and extracted by the Contracts Section for inclusion in the Contract Administration and Monitoring Reports.

6. IMPLEMENTING AND PUBLICISING THE SYSTEM

6.1. This procedure shall be recognised by the Authority and its contractors, partners and agents.

6.2. The following measures shall be in place to ensure that the system is advertised effectively:

- i. A summary document of the process (Appendix 1)
- ii. Information on the Authority's website
- iii. Reference to the system on information boards at Recycling Centres
- iv. Reference to system in other relevant documents and policies
- v. In addition - a formal printed leaflet to promote system to members of the public available via the Authority or at Recycling Centres and other relevant venues

6.3. The promotion of the system will be provided in alternative formats, (e.g. large print, audio) upon request.

6.4. The effectiveness of the publicity will be reviewed on a regular basis and will take into account comments emanating from the customer satisfaction survey results.

7. TRAINING

7.1. Authority Staff and Members

The Authority will ensure that all staff are familiar with the Comments and Complaints Procedure. This procedure will be included within the induction process for new officers and Members and it will be included in the schedule of corporate training for all staff. The Authority will also offer front line staff Customer Care guidance and advice as part of the Staff Development Process.

7.2. Contractors

Contractors delivering services on behalf of the Authority will ensure that their own procedures for dealing with Comments and Complaints are consistent with and reflect the standards set in this procedure. All relevant contractors will ensure that their staff are suitably trained to deal with comments and complaints and are familiar with how the contractor's procedures conform with this procedure. The contractor will further ensure that all staff have appropriate training in customer care.

8. INVESTIGATING A COMPLAINT

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8.1. Serious Complaints

The way in which a complaint is treated and investigated will depend upon the nature and seriousness of the complaint. Allegations of criminal behaviour require special care to ensure that officers dealing with the complaint do not hamper any subsequent investigation by the police. Therefore, where an allegation of criminal behaviour, including fraudulent activity has been made, officers should consult as soon as is practicable with the Authority's internal auditor.

8.2. Conducting an Investigation

In carrying out an investigation, officers will consider the nature of the complaint and the level at which it is being considered. For example, complaints being considered under Level 1 of this procedure and which can be completed quickly should not be hampered by unnecessary procedural issues.

In contrast, serious complaints or complaints of a contractual nature should be investigated formally and appropriate documentation produced to record and review the allegation.

Where the complaint is in relation to a contract, the Authority may require under specific contractual arrangements, for the contractor to conduct the investigation where it is appropriate for the contractor to do so. In conducting a formal investigation, the following guidance should be considered for incorporation:

- i. Check for previous complaints from this person.
- ii. Contact the complainant to:
 - a. Clarify the complaint
 - b. Set out in writing the complainant's understanding of the complaint
 - c. Clarify the outcome sought
 - d. Assess any special needs or support the complainant may have.
 - e. Explain the procedure involved in dealing with the complaint and provide with a copy of the Authority's Comments and Complaints Leaflet.
Gather information on relevant legal, contractual, policy and administrative background relating to the complaint.
- iii. Assess the appropriateness of using the Comments and Complaints Procedure in this instance and consider possible alternatives for more serious complaints including legal action and police involvement.
- iv. This assessment should be reviewed throughout the term of the investigation as more information is gathered to inform the process.
- v. Consider how the complaint may be resolved without further investigation.
- vi. Assess which activities of the Authority are associated with the complaint and consider the suspension or deferment of the activity until the complaint has been resolved.
- vii. Obtain all relevant documentation in relation to the complaint.

- viii. Establish the relevant sequence of events and identify those officers, Members or Contractors most directly involved.
- ix. Prepare for and interview those involved in the matters relating to the complaint.
- x. Interviews should be conducted in a sequence to allow procedural issues to be clarified early in the investigation, e.g. senior officers first.
- xi. In conducting interviews, the interviewee will be provided with the opportunity to be accompanied by a union representative or colleague, the interviewer may also wish to consider inviting an independent witness.
- xii. The objectives of the interview should be to distinguish fact from hearsay and to deal with conflicting evidence. Only in exceptional circumstances should consideration be given to arranging a confrontation between conflicting witnesses.
- xiii. The interview should be formally noted and documented as soon after the interview as possible.
- xiv. If appropriate, visit the site of the complaint unannounced to check normal practices.
- xv. Ensure that the level of investigation is appropriate to the level of complaint, being sufficient and thorough enough to enable the investigator to make an informed decision.
- xvi. Provide the complainant with feedback throughout the process in line with Section 4.8.
- xvii. In more serious cases it may be appropriate to produce a report setting out the evidence obtained excluding the investigator's conclusions or opinion, to be circulated for comment to those involved in the investigation including the complainant and witnesses.
- xviii. Prepare a conclusion to the investigation which may include recommendations and any proposed remedies.
- xix. Where the investigation has been conducted by the Authority's contractor, the conclusions and recommendations will be forwarded to the Authority's representative for approval.

DATA PROTECTION

Data Protection

The Authority, in line with its statutory duties publishes a detailed **Privacy Notice** that covers all of the sets of personal data that it retains and processes for the purpose of delivering its services, operations and public facilities. A copy of the most current Privacy Notice can be found here: [MWDA CORPORATE PRIVACY NOTICE 2018](#) .

9.0 Dealing with Vexatious Complaints

Dealing with complaints, comments and enquires from the public is generally a straightforward process. In a small number of cases, people pursue their complaints and enquires in a way which can either impede the investigation of their complaint or can have significant resource issues for the Authority. This can happen either while their complaint or enquiry is being investigated, or once the Authority has finished dealing with the complaint or enquiry.

It is important to distinguish between:

- people who make a number of complaints because they really think things have gone wrong;
- people who make unreasonably persistent complaints or enquiries.

If the customer is persisting because his complaint/enquiry has not been considered in full, then we must address this (normally by invoking the next stage of the complaints procedure).

However, if the Authority has considered that matter fully and has demonstrated this to the customer, then we need to consider whether the customer is now acting in a manner considered to be unreasonably persistent.

9.1 Principles

This guidance is not intended to be used to restrict customers in making complaints or their rights in pursuing them, however The Authority has a duty to ensure that it provides value for money for all its residents and customers.

The Authority is committed to dealing with all complaints equitably, comprehensively and in a timely manner. It does not normally limit the contact which complainants have with Authority staff. The Authority does not expect staff to tolerate behaviour which is abusive, offensive or threatening and will take action to protect staff from such situations.

The aim of this procedure is to contribute to the Authority's overall aim of dealing with all complainants in ways which are consistent and equitable.

It sets out how the Authority will decide which customers will be treated as unreasonably persistent, and what the Authority will do in those circumstances.

This procedure runs alongside existing corporate policies and guidance relating to equalities, health & safety, and dignity and respect at work, and should only be pursued where absolutely necessary.

9.2 Definition of unreasonable

The Authority defines customers who exhibit unreasonable behaviour as those who, because of the frequency or nature of their contacts with the Authority hinder the Authority's consideration of their or other people's complaints/enquiries.

Customers who are displaying unreasonable behaviours, may have justified complaints or grievances but are pursuing them in inappropriate ways. They may be someone who is not seeking to resolve a dispute between themselves and the Authority but is seeking to cause unnecessary aggravation or annoyance to the Authority.

Alternatively, they may be intent on pursuing complaints or enquiries which appear to have no substance, something that is unreasonable, without foundation, frivolous, or which have already been investigated and settled. Their contacts with the Authority may be amicable but still place very heavy demands on staff time, or they may be distressing for all involved.

9.3 Actions and Behaviours

Below are some of the actions and behaviours which the Authority may experience. This procedure can be invoked if one or more of the following triggers occur and depending on the individual merit of the case. This list is not exhaustive and one single feature on its own will not necessarily imply that a person will be considered unreasonable:

1. refusing to specify the grounds of a complaint, despite offers of help from staff
2. refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved
3. refusing to accept that issues are not within the remit of a complaints procedure despite having been provided with information about the procedure's scope
4. refusing to accept that issues are not within the power of the Authority to investigate, change or influence (examples could be something that is the responsibility of another organisation)
5. making what appear to be groundless complaints about the staff dealing with the complaints, and seeking to have them replaced
6. changing the basis of a complaint as the investigation proceeds and/or denying statements he or she made at an earlier stage
7. introducing trivial or irrelevant new information which the complainant expects to be taken into account and commented on, or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
8. electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved
9. persistently approaching the Authority through different routes about the same issue
10. adopting a 'scattergun' approach; pursuing a complaint(s)/enquiry with the Authority and at the same time with a department, Section, the Chair of the Authority, an M.P., Councillor, Auditor, Standards Board, Police, Solicitors or the Local Government Ombudsman
11. making unnecessarily excessive demands on the time and resources of staff whilst a complaint is being looked into, by for example excessive telephoning or sending emails to numerous council staff, writing lengthy complex letters every few days and expecting immediate responses
12. submitting repeat complaints after the complaints process has been completed, essentially about the same issues, with additions/variations which the complainant insists make these 'new' complaints which should be put through the full complaints procedure
13. refusing to accept the decision – repeatedly arguing the point and complaining about the decision submitting falsified documents from themselves or others.

14. uses abusive or aggressive language -the tone or language of the complainant's correspondence goes beyond the level of criticism that a public authority or its employees should reasonably expect to receive
15. refuses an offer to refer the matter for independent investigation, or ignores the findings of an independent investigation.

9.4 Being reasonable

Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as unreasonable in their behaviour.

Similarly, the fact that a customer is unhappy with the outcome of a complaint or enquiry and seeks to challenge it once, or more than once, should not necessarily cause their behaviour to be labelled unreasonable.

The Authority will offer the customer appropriate support, as it would any other customer. It may be helpful to both parties if the customer has an advocate or support worker. If the customer has indefinite accessibility needs and feel that they would like an advocate, the Authority must consider offering to help find an independent one. If the customer has specific needs, the Authority will offer relevant support. Specialist bodies such as the Royal National Institute for the Blind and Age Concern provide help and advice.

Where a customer whose case has been closed continues to pursue the same issue, we may decide to no longer communicate with that customer about the matter. In these instances, we will read all correspondence from that customer, but unless there is new evidence which the Authority believes will affect their decision on the complaint, we will place it on the file with no acknowledgement.

9.5 The Decision

Before making the decision, some or all of the following steps need to be taken:

- The customer has been given a written warning, which advises what action the Authority will take if unreasonable behaviour continues.
- The Authority will ensure that the complaint/enquiry is being, or has been, investigated properly according to the Authority's complaints procedure (including whether a customer has been referred to the appropriate independent body)
- Although each complaint is unique, the Authority will deal with the complaint in line with other complaints of a similar nature in order to apply a consistent approach
- Ensure that the customer is not raising or providing any new information that the Authority believes might affect the outcome of their complaint

The Authority will contact the complainant to:

- discuss his or her behaviour
- explain why this behaviour is causing the Authority concern
- ask him or her to change this behaviour
- explain about the actions that the Authority may take if his or her behaviour does not change.
- If the complainant has not already had a meeting about the complaint/enquiry with a member or members of staff and provided that the Authority knows nothing about the complainant which would make this inadvisable, the Authority will consider

offering the complainant a meeting with a senior member of staff. Sometimes such meetings can dispel misunderstandings and move matters towards a resolution.

The decision to declare behaviour as unreasonable or vexatious will be an exceptional step, and should be made by a Director, who has not been directly involved in the complaint or with the complainant/customer, with assistance from the Monitoring Officer. They should make a written note of the considerations and decisions.

The complainant should be told in writing:

- why we believe their behaviour falls into that category
- what action we are taking
- the duration of that action
- how the complainant can challenge the decision if they disagree with it (this should include information regarding the Local Government Ombudsman)

Following the review customers will be informed of their right to an independent investigation by the Local Government and Social Care Ombudsman.

9.6 Taking Action

The precise nature of the action should be appropriate and proportionate to the nature and frequency of the customer's contacts with the Authority at that time.

The following is a list of possible options:

- placing time limits on telephone conversations and personal contacts
- restricting the number of telephone calls that will be taken (for example, one call on one specified morning/afternoon of any week)
- limiting the complainant to one medium of contact (telephone, letter, email etc.) and/or requiring the complainant to communicate only with one named member of staff
- requiring any personal contacts to take place in the presence of a witness
- refusing to register and process further complaints about the same matter
- banning a complainant from the Authority premises
- where a decision on the complaint has been made, informing the complainant that future correspondence will be read and placed on the file but not acknowledged. A designated officer should be identified who will read future correspondence
- where a complaint is closed and the complainant persists in communicating about the same issue, it may be decided to terminate contact with that complainant.

These options are not exhaustive and there may be other factors that will be relevant in deciding what might be appropriate action. For instance, any arrangements for limiting a complainant's contact must take account of the complainant's individual circumstances, bearing in mind such issues as age, disability, gender, race and religion or belief.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, the Authority will consider other options, for example reporting the matter to the police or taking legal action. In such cases, the Authority may not give the complainant prior warning of that action.

9.7 Further actions

Detailed records of all contacts with unreasonable persistent and vexatious complainants/customers must be kept. Information should be included on the record on the complaints system, to enable staff dealing with any feedback to respond appropriately. This information can also be shared with other staff if relevant to managing relationships and correspondence with individuals whose behaviour has been identified as unreasonably persistent or vexatious.

Personal details about the complainant/customer and about the complaint will be managed and stored appropriately in line with the Data Protection Act and records management principles and procedures.

The Chair and Authority Members should be informed, ensuring that all parties are aware that the issue should not be discussed any further with the complainant. Customers should be informed of their right to appeal which should be made 20 working days following the letter confirming the Authority's position in declaring the customer unreasonably persistent.

When those customers make complaints about new issues or service requests, these should be treated on their own merits and decisions should be taken on whether any restrictions that have been applied before are still appropriate and necessary.

APPENDIX ONE



MERSEYSIDE WASTE DISPOSAL AUTHORITY

Your comments, 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 staff then know when they've done a good job.

How to make a complaint, make a comment or pay us a compliment

To make sure that we deal with any complaints fairly and consistently we follow a structured procedure. You can make a complaint, comment or pay us a compliment by:

1. TALK TO A MEMBER OF STAFF IN PERSON

If you are one of our sites or at an event please speak to one of our members of staff with your concerns or comments

2. PHONE US: 0151 255 1444

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

3. WRITE TO US

FREEPOST RTC-BBXA-HAEZ

Merseyside Recycling and Waste Authority, 7th Floor, No 1 Mann Island, Liverpool, Merseyside, L3 1BP

4. CONTACT US THROUGH OUR WEBSITE www.merseysidewda.gov.uk/contact-us

5. EMAIL US enquiries@merseysidewda.gov.uk

6. FAX US 0151 227 1848

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Our office is open from Monday - Friday 8:30am until 4:00pm. If you contact us after that time your query will be dealt with on the next working day.

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.
- If we get things wrong, we will try to put the situation right as soon as possible.
- We will learn from our mistakes so they don't happen again.
- We will 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 ensure personal information and data is stored securely.
- 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 MWDA Director or the MWDA 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

Merseyside Recycling & 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. MWDA 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 14 Household Waste Recycling Centres, Waste Transfer Stations and Material Recovery Facilities.

**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.*

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