

MRWA COMMENTS AND COMPLAINTS

HEADLINE FIGURES

	2023/2024	2024/2025	2025/2026
TOTAL	36	50	36
POSITIVE	10	7	3
NEUTRAL	3	8	3
NEGATIVE	23	35	30

(Note – HWRCs receive approx. 500 visitors per day on average.)

Overall volume and sentiment trends

- **The 24/25 Spike:** Total interactions spiked significantly in 2024/2025 to **50**, up from 36 the previous year, driven entirely by an increase in negative and neutral feedback. However, total interactions returned to the baseline of **36** in 2025/2026.
- **Downward Trend in Positive Feedback:** There is a steady, concerning decline in positive feedback over the three years, dropping from **10** (23/24) to **7** (24/25), and down to just **3** in 2025/2026.
- **Dominance of Negative Feedback:** Negative complaints consistently make up the vast majority of all correspondence, accounting for **64%** in 23/24, rising to **70%** in 24/25, and hitting its highest proportion at **83%** of all interactions in 2025/2026.

Contextual Note: While negative feedback is high proportionally, the report notes that Household Waste Recycling Centres (HWRCs) receive approximately 500 visitors per day on average. Across a full year, 30 to 35 negative complaints represent an incredibly small percentage of total visitor volume.

REASON FOR COMMENT/COMPLAINT

Negative	2025/26	Positive
13	HWRC operations	-
9	Veolia staff	3
-	MRWA staff	-
1	Van booking system	-
4	HWRCs materials accepted (lack of)	-
3	Kerbside materials accepted (lack of)	-
-	Wilton facility	-
-	Corporate - MRWA	-
-	Closed Landfill Sites	-

Negative	2024/25	Positive
13	HWRC operations	-
11	Veolia staff	6
0	MRWA staff	1
4	Van booking system	-
3	HWRCs materials accepted (lack of)	-
1	Kerbside materials accepted (lack of)	-
1	Wilton facility	-
1	Corporate - MRWA	-
1	Closed Landfill Sites	-

Negative	2023/24	Positive
9	HWRC operations	-
7	Veolia staff	3
1	MRWA staff	7
2	Van booking system	-
3	HWRCs materials accepted (lack of)	-
1	Kerbside materials accepted (lack of)	-
-	Wilton facility	-
-	Corporate - MRWA	-

-	Closed Landfill Sites	-
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Core drivers of negative complaints

Two categories consistently account for the bulk of all negative complaints across all three years: **HWRC Operations** and **Veolia Staff**.

HWRC Operations

- Negative complaints rose from 9 (23/24) to 13 (24/25) and **remained at 13** in 2025/26.
- It is currently the single largest source of negative feedback.

Veolia Staff

- Staff-related complaints spiked from 7 up to 11 in 24/25, before dropping slightly to **9** in 25/26.
- Concurrently, positive feedback for Veolia staff halved from 6 in 24/25 to **3** in 25/26

Notable area improvements & shifts

Category	2023/2024	2024/2025	2025/2026	Observation
Van Booking System (Neg)	2	4	1	Spiked in 24/25 but has successfully been reduced to its lowest level yet.
MRWA Staff (Pos)	7	1	0	MRWA staff generated the most praise in 23/24 however there were zero positive comments in 25/26.
Materials Accepted	3	3	4	Complaints regarding the lack of accepted

Category	2023/2024	2024/2025	2025/2026	Observation
(HWRC) (Neg)				materials at HWRCs are rising.
Kerbside Materials (Neg)	1	1	3	Complaints regarding lack of materials accepted at the kerbside tripled in the last year.
Niche Categories (Neg)	0	3	0	Outlying complaints from 24/25 regarding the Wilton facility, Corporate MRWA, and Closed Landfill sites were entirely resolved/eliminated in 25/26.

Summary Takeaway

While the *total volume* of complaints came back down to 2023/24 levels after 2024/25, the **quality** of the sentiment has degraded.

The Authority is receiving almost no positive reinforcement (only 3 positive comments in the last year), and core operational friction points—specifically **HWRC site operations, Veolia staff interactions, and restrictions on accepted materials**—remain stubborn, however, the number of HWRC complaints remains extremely small when compared to the total number of visits which is in excess of three million per year.

While feedback trends skew negative, this is typical of public-facing services; satisfied customers rarely submit comments. Given the high volume of daily visitors to HWRCs and those affected by our services, the vast majority of interactions with MRWA and its contractors almost certainly remain overwhelmingly positive or neutral.