**Scope**

This policy covers the way in which Wastesavers Ltd deals with external complaints and compliments. The procedure is intended to deal with all complaints and compliments in a fair, consistent and timely manner and to take action where appropriate.

**What is meant by a complaint or compliment?**

In the instance of dissatisfaction from our service or one of its employees, or body acting on its behalf, you may contact us to raise a complaint.

In the instance where there is an expression of a thank you, praise or recognition for an excellent level of service delivery, please contact us to let us know.

**What is not a complaint?**

A request for a service that has not been reported as missed within 24 hours of the expected service.

Complaints issues that do not belong to Wastesavers Ltd.

**Procedure**

The Customer Complaints Procedure has the following aim:

* To deal with complaints fairly, efficiently and effectively;
* To ensure that all complaints are handled in a consistent manner throughout;
* To increase customer satisfaction;
* To use complaints constructively in the planning and improvement of all services

This procedure is for Wastesavers Ltd. Reuse and PEAK departments have additional specific operational details about how their customers may make a complaint within their departments, and in the case of PEAK how complaints related to qualifications may be escalated to the awarding body.

**How to make a formal complaint in relation to Household waste:**

You can raise your complaint in any of the following ways:

* Email [complaints@newport.gov.uk](mailto:complaints@newport.gov.uk)
* Call 01633 656656 if you would like to make a complaint over the phone
* Write to the Complaints Resolution, Newport City Council, Civic Centre, Newport, NP20 4UR

**How to make a complaint about Commercial waste:**

* Email [reception@wastesavers.co.uk](mailto:reception@wastesavers.co.uk)
* Call 01633 281287 if you would like to make a complaint over the phone
* Write to Commercial Complaints Resolution, Esperanto Way, Newport, Gwent NP19 0RD

**What we expect from you**

We understand that all complainants have the right to complain and as such, we ask that you expect our staff to also have the same right and to treat them with dignity and respect when dealing with them. We understand that some complaints can be upsetting but under no circumstances will we accept or tolerate abusive and threatening language or behaviour nor will we tolerate unreasonable demands. Our staff will always be polite and courteous and we ask that in turn they receive the same.

**Dealing with a complaint**

* We will formally acknowledge your concern or complaint within two working days
* If we are unable to accept your concern or complaint, we will write to you explaining this and if possible, we will advise you of any other organisation that may be able to help you.
* We will ask you how you would prefer to communicate with us e.g. phone, letter, email and if you have any disability that may affect the way in which we communicate
* Where possible and with your permission, seek an advocate who you may prefer us to deal with on your behalf
* We will always deal with your concern or complaint in a fair and consistent manner and look for organisational learning where possible
* We will deal with your concerns or complaints in a fair and impartial manner

**Investigating a complaint**

We aim to deal with your complaint within 20 working days in most cases. Where we think that your complaint may take longer, we will:

* Communicate directly to you in the manner that you ask
* We will tell you why it is taking us longer and tell you how much longer that it may take us
* Provide regular updates on our progress
* Provide you will an intended date when we aim to conclude the investigation
* Provide you with an outcome

**Outcome**

If a formal investigation is conducted, we will let you know the outcome that we have found in line with the preferred communication that you have requested.

If we find that we are wrong, we will tell you what happened and why it happened and look to learn from the complaint. If we find that there is a fault in our systems, we will tell you and learn to make sure that it does not happen again.

If we get it wrong, we will always apologise.

If you are not satisfied with the response you have please put it in writing to the CEO;

Penny Goodwin

[penny@wastesavers.co.uk](mailto:penny@wastesavers.co.uk)

Wastesavers Resource Centre

Esperanto Way

Lliswerry

Newport

NP19 0RD

**Related documents;**

* Incident report form
* Complaints form
* Site - Environmental complaint form
* Reuse Complaints Policy and Procedure
* PEAK Complaints Policy