

## **HOW TO COMPLAIN TO THE AUTHORITY**

1. The Authority's aim is to provide first-class waste management services, but sometimes things go wrong. If they do, you have the right to complain. We have a positive attitude to the receipt of complaints or more general comments and believe there is always room to improve. If we have performed unsatisfactorily, or if you wish to comment on the facilities, we welcome your participation because putting mistakes right can help the Authority provide better, more efficient services.
2. This is a step-by-step guide to your rights if you want to complain about the services provided by Western Riverside Waste Authority, or its contractors. Such complaints can include, amongst other things, issues of policy, the management of facilities, the environmental impact of the Authority's operations, and the behaviour of staff.

### **Your right to complain**

3. Everyone has the right to lodge a formal complaint if the issue cannot be satisfactorily resolved informally. Any customer or group – or someone acting for them – is entitled to complain in person, by e-mail, by letter or by telephone.

### **Making a complaint**

4. If you are unhappy with a service provided by the Authority or a member of its staff (or its contractor's staff), usually the best solution is to talk to the person with whom you have had contact, either in person or on the telephone. They – or their manager – may be able to resolve the problem there and then.
5. If this approach fails to resolve the complaint, your views will be noted by the person receiving the complaint, who will explain the action that will be taken as a result of your complaint. By operating a complaints procedure and responding positively to criticism the Authority works towards improving the services it provides.
6. An initial complaint can be made in person, online, on the phone or in writing using the details below:
  - By completion on an online **“Complaints, Suggestions and Compliments”** form which can be found at <http://wrwa.gov.uk/waste-authority/contact-us>
  - By telephone - 020 8871 2788
  - By email – [info@wrwa.gov.uk](mailto:info@wrwa.gov.uk)

- By written correspondence to:-  
Ms Frances Devane  
Executive Officer  
Western Riverside Waste Authority  
Smugglers Way  
Wandsworth  
LONDON SW18 1JS

7. To assist the investigation of your complaint you should (where relevant) include details of dates, time and locations, together with your contact details (anonymous complaints will be investigated in the same manner set out below with feedback being sent to a senior Authority officer as if he/she were the complainant).
8. We will acknowledge your communication within three working days and appoint an Authority officer to investigate. The Authority officer will have had no previous involvement with the complaint and will begin a formal investigation as soon as reasonably practicable.
9. Once we have received your complaint (by whichever means detailed in paragraph 6 above), we will respond in writing, usually within ten working days. Our response will:
  - outline the complaint
  - include any relevant information
  - notify you of the investigating officer's decision
  - advise you of any proposed remedy
  - inform you of your right to pursue your complaint through other avenues
10. If we cannot achieve resolution within the ten day target, a written reply will be sent within the same timescale, giving an indication of progress and the likely date for a full reply.

### **Still unhappy?**

11. If you are still dissatisfied with the Authority's response, you can ask for a review of the decision. Your request will be acknowledged within three working days and a Senior Authority Officer will re-examine the circumstances of your complaint and the responses made to it.
12. Within 15 working days, the Senior Officer should be able to prepare a final Authority response, informing you of the outcome of the review and including all

the relevant information. If not, the Senior Officer will inform you of progress and when the final outcome is likely.

### **What if your complaint is upheld?**

13. If your complaint is found to be justified, there are a number of remedies open to the Authority. They would normally fall into the following categories:

- an explanation
- a written apology
- remedial action
- review of procedures or policies

### **Complaint turned down? / Unfair treatment?**

14. Following the Authority's review, you may still think your complaint is justified or that you have been treated unfairly. You have the right to complain to the Authority's Clerk and ask for an investigation. In these circumstances you should write to:

Clerk to the Western Riverside Waste Authority  
Western Riverside Administration Office  
Smugglers Way  
LONDON SW18 1JS.

15. The Clerk will only investigate your complaint if you have received a complaint response, followed by a review of that response.

16. You will be informed of your options for pursuing the complaint further by the Clerk if appropriate.