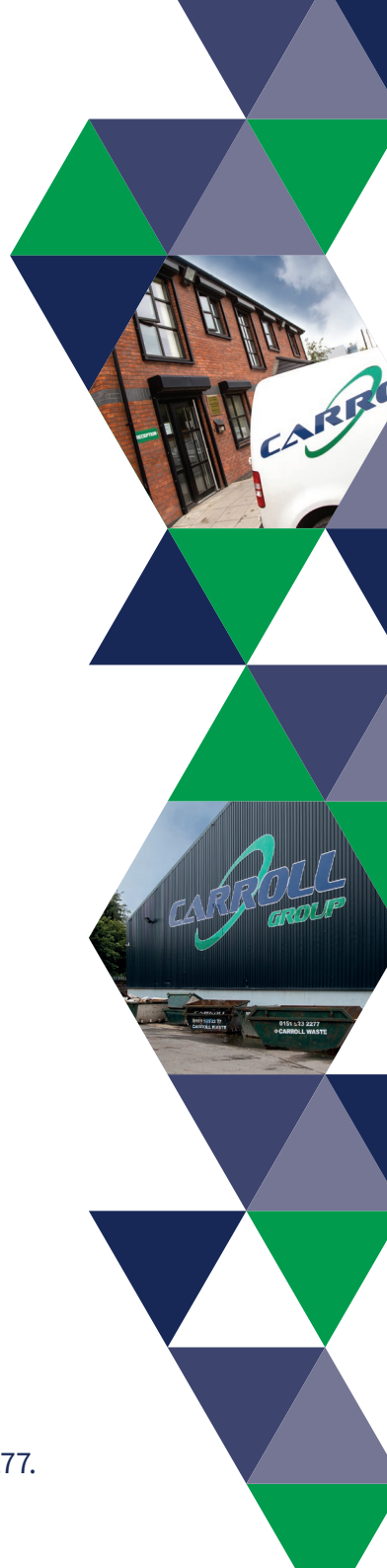




# Complaints and feedback

## *How to make your views known*

If you need help understanding the information in this document, please contact us on **0151 523 2277**.



# Complaints and feedback

As our customer, you deserve a commitment from us to provide a good level of service. If your experience does not meet your expected standards, or you feel we could improve on the service we provide, please let us know by calling **0151 523 2277**.

**Why we need your feedback**  
Carroll Waste is committed to providing excellent services, which meet the needs of our customers. To do this, we need to know your views.

Your views are important to us because they help us to improve our services and ensure we treat everyone fairly. We need to know when you are not happy with a service you have received. We also need to know when we have done something well or if you have a suggestion for something we could do better.

This leaflet provides you with a guide to customer feedback. It explains how you can provide comments about our services and how we will respond to them and make changes.

## How can you make a suggestion, compliment or complaint?

**You can provide feedback on our services in the following ways:**

- In writing - *Our contact details are as follows:* Carroll Waste - Head Office, Carroll House, Heysham Road, Aintree L30 6UR
- Telephone - 0151 523 2277 Ext 2
- Face to face - through a member of staff

## What can you expect from us?

When you make a complaint, compliment or suggestion you can expect the following standards to apply.

### **We will:**

- Acknowledge any correspondence you send us within two working days
- Respond to your complaints, letter or emails within 10 working days

## What is a compliment?

If you feel you want to make a positive comment about an individual or team, we will treat this as a compliment.

We welcome all compliments, as these help us to identify where we are performing well and share this good practice with other parts of our organisation.

### What is a complaint?

If you are unhappy about a service you have received from us, for example if you are upset about the attitude of a member of staff, or you feel that a service standard, policy or procedure has not been met, or a contractor fails to attend an appointment, you can make a complaint.

### How do we treat complaints?

We welcome all complaints as we can learn from them and turn them into service improvements.

### Investigating your complaint

If you are making a complaint for the first time, we will endeavour to resolve it to your satisfaction at the first point of contact.

If a staff member fails to resolve a complaint at first point of contact, your complaint will be dealt with through our formal complaint process.

We will acknowledge your complaint within two working days.

The acknowledgement letter will include details of the person who will be investigating your complaint. The Officer will investigate to see if we are responsible for the problem. Where it is found that the organisation was at fault, we will apologise and try to remedy the situation to your satisfaction and may review our processes, where applicable.

We will provide full written response within 10 working days. If you do not agree with our response, we ask that you contact the Investigating Officer to talk through the decision. If further communication does not resolve your complaint, the Investigating Officer will explain the process for a review of your complaint by a Senior Manager.

### Escalating your complaint to a manager

If you remain unhappy with the outcome of your complaint, or you are unhappy with the way it was dealt with, you can request a review of your complaint by a senior member of staff.

You can do this in the same way that you made your initial complaint. Please tell us why you are not satisfied with our initial response.

At this stage, we will acknowledge your complaint within two working days. An investigation will be conducted by a Senior Manager and where it is found that the organisation was at fault, we will apologise and try to put things right to your satisfaction.

We will provide full written response within 10 working days.

Where Carroll Waste provide services on behalf of other organisations, we will co-operate with clients' complaints procedures and ensure that the complaint is resolved to customers' satisfaction.



# Get in touch

**Carroll Waste** - Head Office  
Carroll House, Heysham Road,  
Aintree L30 6UR

If you need help understanding this information or you would find it easier to access it in an alternative format, please contact us on **0151 523 2277**.



[carrollwaste.co.uk](http://carrollwaste.co.uk)



0151 523 2277 Ext 2



[info@carrollwaste.co.uk](mailto:info@carrollwaste.co.uk)

