

Complaints Policy

At Bristol Waste we are committed to providing the highest levels of customer service and continually strive to meet and exceed the expectations of Bristol residents and customers. However, we recognise that there may be times when we do not meet your expectations, and you may wish to make a complaint.

We have developed this policy to explain, in simple terms, how you can make a complaint and how we will manage it. We view complaints as an opportunity to improve, learn from our mistakes, and ensure continuous improvement in all aspects of our service delivery. Our aim is to offer a customer-focused complaints handling process that is open, responsive, and fair.

What is a Complaint?

A complaint is defined as “a written or verbal expression of concern, dissatisfaction, or criticism related to any aspect of our service to you, the customer.” This may include, but is not limited to:

- Failure to meet the standards of service we have promised
- Unacceptable delay or failure to respond to an enquiry or request
- Dissatisfaction with the actions of our staff

How to Make a Complaint as a resident of Bristol

As a wholly owned company of Bristol City Council, complaints about bins, recycling and litter falls under the Council’s complaints policy [Complaints procedures](#)

You can provide feedback, request a service, or log a complaint using the following form on the Bristol City Council website: [Complaints and feedback](#)

Other Ways to Make a Complaint or Provide Feedback

- **Visit:** Bristol City Council’s Citizen Service Point
- **Write to:**
Customer Relations (100 TS)
Bristol City Council
PO Box 3399
Bristol, BS1 9NE
- **Email:** complaints.feedback@bristol.gov.uk

For assistance with making a complaint or providing feedback in another language, braille, larger print, or on audio tape, please contact us by email or use the methods above.

Response Times and Resolution

We aim to respond to and resolve all complaints within 20 working days.

If You Are Unhappy with Our Response

If you are dissatisfied with the outcome of your complaint or feel that it has not been resolved to your satisfaction, you can escalate the matter to the City Council's Customer Relations Team. To do this, please contact them within 20 working days using the following email address:

complaints.feedback@bristol.gov.uk

Make sure to include your complaint reference and explain why you are not satisfied with the resolution.

We value your feedback and are committed to ensuring your concerns are addressed fairly and efficiently.

How to make a complaint as a Bristol Waste Company commercial customer

Customers can submit a complaint via email or call:

- commercial@bristolwastecompany.co.uk
- 0800 061 4321

When submitting a complaint, customers should provide the following information:

- Personal details of the complainant
 - Name, job title and contact details
- Details of the issue/complaint
 - Nature of complaint, location, date, time
- Any action you expect to be taken
- Any additional documents – e.g. photos, scanned documents

Response Times and Resolution

When a complaint is received, we will acknowledge receipt and allocate it to a Customer Services Support Executive or Manager to investigate. Confirmation of any action taken will be provided to the customer via email or phone. We aim to respond to and resolve all complaints within 5 working days.

If You Are Unhappy with Our Response

If you are dissatisfied with the outcome of your complaint or feel that it has not been resolved to your satisfaction, you can escalate the matter to the Transport Manager. To do this please contact them within 20 working days using the following email address:

complaints.feedback@bristolwastecompany.co.uk

The transport manager will investigate the claim and come back to you with the outcomes within 5 working days.

✉ [Bristol Waste Company, Albert Road, Bristol, BS2 0XS](mailto:complaints.feedback@bristolwastecompany.co.uk)
🌐 bristolwastecompany.co.uk
☎ 0117 304 9580

Freedom of Information (FOI) & Environmental Information Regulations (EIR)

As a wholly owned Teckal company of Bristol City Council, Bristol Waste Company is subject to the Freedom of Information Act 2000 ("FOI Act"). The Act grants the public the right to request recorded information held by public authorities. It is also subject to the Environmental Information Regulations (EIR) 2004, which is similar to the FOI Act but is specifically for environmental data that gives the public a statutory right of access to environmental information held by public authorities.

How to Make a Freedom of Information or Environmental Information Regulations request

Please log your request via the Bristol City Council portal on [Freedom of Information](#).

Other ways to make an FOI/ EIR request

Write to:

Customer Relations
Bristol Waste Company
Albert Road, Bristol
BS2 0XS

Email:

If you're unable to use the FOI request webform, you can email your request to FOI@bristolwastecompany.co.uk

Please include your name, contact details, and provide a clear and specific description of the information you're requesting. Thank you.

Response Times and Resolution

We aim to respond to you in 20 working days.

If You Are Unhappy with Our Response

If you are dissatisfied with our response you can request an internal review within two months. The review will be carried out by a senior manager not involved in the original response. Outcomes will be communicated within 20 working days where possible. If you remain dissatisfied after the internal review, you can complain to the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire SK9 5AF

0303 123 1113

www.ico.org.uk

Data Protection & Subject Access Requests

Subject to certain legal conditions, you have the right to request a copy of the personal data we hold about you, to ask us to correct any inaccuracies, and to object to or request restrictions on how we use your personal data. You also have the right to raise a complaint if you are concerned about how we are handling your information.

If you wish to exercise any of these rights, please email data.protection@bristolwastecompany.co.uk.

We may ask you to verify your identity by providing a valid form of identification. This helps us meet our security obligations and ensures that personal data is not disclosed to anyone who is not entitled to receive it.

We may charge a reasonable administrative fee if a request is manifestly unfounded or excessive, or if you request additional copies of the personal data we hold.

Response Times and Resolution

We aim to respond to Subject Access Requests within 1 calendar month.

Your privacy

The combined UK data protection laws, UK GDPR (General Data Protection Regulation) and DPA 2018 (Data Protection Act), control the way we store and use your personal information.

Your privacy is important to us and we take great care to protect it.

See our [Privacy Statement](#) for more information

If You Are Unhappy with our collection or use of information

Bristol Waste aims to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, or inappropriate.

If you have any concerns about our use of your personal information, you can make a complaint to us at data.protection@bristolwastecompany.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Response Times and Resolution

We aim to respond to and resolve all complaints within 20 working days.
