

West London Waste

Treating waste as a valuable resource

Enquiry and Complaints Policy

July 2026

Enquiries, Comments and Compliments

West London Waste Authority welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve or if you have been particularly happy with any part of the service you received from West London Waste Authority.

You can make an enquiry to West London Waste Authority at the following contact details:

Enquiry Form: <https://westlondonwaste.gov.uk/about-us/contact-us> (please select the relevant enquiry type to help us direct your enquiry to the appropriate team as quickly as possible)

Email: info@westlondonwaste.gov.uk

Post: West London Waste Authority
Unit 6, Britannia Court
The Green
West Drayton
UB7 7PN

West Drayton Telephone: 01895 545510

Abbey Road Reuse & Recycling Centre Telephone: 020 8965 5497

Our office hours are 9am - 5pm Monday – Friday and we will respond to your written enquiry within 10 working days of receipt.

All members of the West London Waste Authority team will do their best to respond to enquiries promptly. However, should you send your enquiry to any point of contact at the Authority other than the above; we cannot guarantee that you will receive a response within 10 working days.

Please note that West London Waste Authority receives a large number of emails, letters and phone calls each day and we will try to reply to you as quickly as possible. However, please note that general enquiries, including emails, are dealt with in the order in which they are received.

If you leave a voice message at the West London Waste Authority, we will call you back within 10 working days of the message.

Comments received by West London Waste Authority will be logged and reviewed regularly to help inform how we can improve.

If you have a compliment in relation to service received by West London Waste Authority, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

West London Waste Authority is committed to ensuring information is handled in accordance with the Data Protection Act 1998, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 and with prevailing UK data protection law as amended from time to time. Further information on how West London Waste Authority handles personal information can be found in the Authority's Privacy Notice, available at: <https://westlondonwaste.gov.uk/privacy-notice>

Freedom of Information and Environmental Information Requests

The Freedom of Information Act 2000 (Fol) gives anyone the right to ask for information held by a public authority. Where an information request is for environmental information it should be dealt with under Environmental Information Regulations (EIR) – not Freedom of Information (Fol).

You can submit either an FOI or EIR information request via our enquiry form at: <https://westlondonwaste.gov.uk/about-us/contact-us> (please select the Freedom of Information or Environmental Information Regulation enquiry type to help us direct your enquiry to the appropriate team as quickly as possible)

To comply with the regulations, the Authority must respond to requests within 20 working days (subject to exemptions).

We will charge for Fol requests in line with the national Fol fees regulations. If the cost of finding and retrieving the information does not exceed £450 (equivalent to 18 hours work) there will be no charge, other than for disbursements.

If the cost exceeds £450 we will charge for all the hours at a rate of £25 per hour or decline the request – alternatively, we will assist the requester in refining the request to within 18 hours to ensure no charge will be incurred.

Disbursement costs are free up to £5 – above this, we will charge the full amount, including the initial £5. Where a fee is involved, we will issue a fees notice requesting payment – the request will not progress until the fees have been paid. The 20 working-day target for responding to requests will not begin until the fees are paid.

Where a fee is required, you will be advised and you must pay before the request is processed. If the fee is not paid within three months, the request will be considered lapsed.

Media Enquiries

Any media enquiries for West London Waste Authority should be submitted using the enquiry form (at: <https://westlondonwaste.gov.uk/about-us/contact-us>) and selecting the “Media Enquiries” enquiry type. Alternatively, media enquiries may be directed to:

Robb Cunningham, Communications and PR Manager
Email: RobbCunningham@westlondonwaste.gov.uk
Tel: 01895 545 510

Complaints

We aim to provide the best possible service to customers for the benefit of the entire West London Waste Authority region. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

West London Waste Authority is committed to creating a work environment with the highest possible standards of openness, probity, and accountability. In view of this commitment, we encourage employees and others involved in the work of the Authority with serious concerns about any aspect of the Authority’s work to come forward and voice those concerns without fear of reprisal. For employees and those working closely with the Authority, please follow the

whistleblowing policy provided internally. For third parties and members of the public, please follow the complaints procedure outlined below.

Our aim

We take complaints very seriously. We are committed to providing a high-quality service and, if an issue does arise, we welcome the opportunity to address it and put things right.

We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of West London Waste Authority.

Remedies and what we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- identify areas of service where we need to make changes and improvements; and
- make sure we are dealing with complaints effectively and consistently.

Where something has gone wrong, we will acknowledge this and set out the action that has already been taken or that we will take to put things right.

We will aim to ensure remedies offered reflect the impact on the customer of any fault identified.

When making a remedy offer, we will clearly set out what will happen and by when, in agreement with the customer where appropriate, and we will ensure the remedy is delivered within a reasonable timescale.

If we are not able to deliver a remedy, we will inform the customer, explain why, provide details of an alternative remedy if possible and appropriate, and remind them of their right to complaint to the LGSCO.

Potential remedies include:

- apologising
- acknowledging when things have gone wrong
- providing an explanation, assistance or reasons
- taking action if there has been a delay
- reconsidering or changing a decision
- amending a record, or adding an addendum or correction
- changing policies, procedures or practices
- providing a financial remedy

Any issues identified as a result of complaints will be put right as quickly as possible: we will not wait until the complaints process is concluded.

When responding to complaints we will consider whether the customer needs support to understand the outcome and will offer alternatives, including meetings to discuss, where appropriate.

What should I do if I want to make a complaint?

○ Stage one

The people who can best deal with a complaint are those who provide the service. You should speak or write to the member of the team that you have been dealing with and explain the reasons you are unhappy with West London Waste Authority. If you don't have their direct contact information and want to write to them, you can use the enquiry form at <https://westlondonwaste.gov.uk/about-us/contact-us> and select the "complaint" enquiry type. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

We will acknowledge your complaint in three working days. We will investigate your complaint and we will respond within 10 working days to discuss the appropriate course of action if the matter cannot be closed down in this time.

If the investigation has not concluded within 10 clear working days, the officer will write to you to give reasons for the delay in resolving the complaint.

Our response will include details of who to complain to if you are not happy with the response at stage one.

○ Stage two

If you are not happy with the response provided at stage one, you can address your complaint to our Head of Governance, Systems and Assurance at: XenabKhan@westlondonwaste.gov.uk

Please include details of which parts of our response at stage one you are not happy with.

We will investigate your complaint and respond to you within 20 working days. An investigation may take longer than this but if it does, we will explain the reasons why and let you know when you can expect a full reply.

○ Stage three

If you're still not happy, you can contact the West London Waste Authority Managing Director's Office. They are independent of the service you are complaining about and can carry out a full review of your complaint. It will help the investigation if you explain why you are not satisfied and what you expect from a further review. The Managing Director's Office will reply within 20 working days. They will let you know if there are any delays. Any outcome or decisions included within the response from the Managing Director's Office are final and there is no right of appeal to West London Waste Authority.

How this matter can be taken forwards if you are not satisfied

If a customer remains unhappy having exhausted the Authority's complaints process, they can contact the Local Government and Social Care Ombudsman (LGSCO):

- Online complaint form at the Local Government and Social Care Ombudsman website: <https://www.lgo.org.uk/>
- Telephone 0300 061 0614

The LGSCO will not investigate most complaints until they have gone through the Authority's complaints process.

Who can help me make a complaint?

If you would like help making a complaint, you can contact your local councillor or MP. You can also get help from a specialist advice agency or organisation which represents people, such as a citizen's advice bureau (CAB).

Do we deal with all enquiries and complaints in this way?

No. The above process covers the general complaints and enquiries procedure for West London Waste Authority. We have separate procedures for a number of areas as follows:

- **Historic complaints:** We cannot investigate your complaint if it is something you knew about more than 12 months before contacting us for the first time. However, we may make an exception in some circumstances.
- **Unreasonable complaints.** We expect complaints to be made in a reasonable way so we can investigate. This means communicating with us in a way that is reasonable, both in terms of the nature and frequency of contact. In the event we receive unreasonably frequent contact or unreasonable behaviour from a complainant, the Authority reserves the right to restrict contact. Examples of behaviour we will deem unreasonable are included as an Annexe to this policy. Restrictions imposed may include limiting the method, timing, volume, points of contact or issues that will be responded to by the Authority. Any decisions in relation to a restriction of contact will be taken by the relevant service Director and Managing Director and the complainant will be notified of the nature and timings of any restrictions applied. In extreme cases, the Authority reserves its right to block telephone calls and electronic contact (including email and social media) with the Authority, take steps to restrict access to Authority premises or make referrals to the police, take legal action or refuse to engage with the complainant either temporarily or on a permanent basis. In such cases, the Authority is not obliged to give the customer warning of that action.
- **Complaints of a very serious nature:** Complaints of a very serious nature, regarding concerns of illegal activity (such as fraud, theft, misappropriation of public funds or bribery), or complaints in relation to the conduct of our Members, or associated governance processes (such as Committee Members or Chief Officers) should be directed to our Managing Director using the Stage 3 process in the first instance. Any complaints or enquiries of this nature will be shared with the Authorities Clerk who is responsible for the governance of the Authority.

In the event that an enquiry or complaint relates to the conduct of the Managing Director, this should be submitted directly to our Clerk in writing at:

HughPeart@westlondonwaste.gov.uk

You do not need to have firm evidence before raising a serious concern, but we do need as much information as possible. Provided that you raise the matter honestly, it does not matter if you are mistaken. Anyone raising concerns in good faith will be protected and your confidentiality can be protected unless that is impossible under the law. You can of course raise any matter anonymously, but if you do not tell us who you are it will be much more difficult for us to investigate the matter. It means we will not be able to clarify our understanding of the issues raised, or able to protect your position, or to let you know the outcome. We also will not be able to provide you with the same support and assurances. If you have any personal interest in the matter, we do ask that you tell us at the outset.

How we will handle the matter

Once you have raised your concern, we will acknowledge that it has been received and confirm our understanding of the issues raised, to ensure that your concern is fully understood.

Initial enquiries will then be made to decide whether an investigation is appropriate and, if so, what form it should take.

While we cannot guarantee that we will respond to all matters in the way that you might wish, we will handle the matter fairly and properly. We may not be able to disclose specific details of how this will be achieved. We will however give you limited feedback on the outcome of any investigation. Please note, that we will not be able to tell you about disciplinary or legal action, when it infringes a duty of confidence, we owe to third parties.

The Authority in issuing this policy is mindful of our responsibility under both the Data Protection and Freedom of Information Acts. These pieces of legislation impose an obligation on us to allow access to information held in relation to such investigations (subject to legal exemptions) whilst protecting the rights of individuals whom the data is about.

Annexe A: Examples of Unreasonable Behaviour

This Annexe provides examples of behaviour that may be considered unreasonable and may lead the Authority to restrict contact with a complainant in line with this policy. The following examples are illustrative rather than exhaustive:

- Adopting a 'scattergun' approach, for example pursuing an enquiry with several service areas in the Authority or with other organisations at the same time or contacting a number of individual staff members, councillors and others at the Authority with the same issue.
- Making unnecessarily excessive demands on the time and resources of employees, for example, telephoning or sending emails daily and/or several times a day to Authority employees, writing lengthy complex letters frequently, for example every few days.
- Making frequent remarks to employees that could be considered sarcastic, rude, derogatory, discriminatory, or threatening.
- Insisting that an issue is dealt with in a way that is not consistent with the Authority's policy.
- Raising numerous detailed but potentially irrelevant or repetitive questions and insisting that they are answered.
- Submitting documents that are potentially falsified or materially irrelevant.
- Unreasonably refusing to accept an Authority decision after all appeal options have been exhausted.
- Unreasonably refusing to accept that certain issues are outside the Authority's responsibility and control.
- Unreasonably refusing to accept that certain issues are not within the remit of the Authority's statutory duty, policy or procedures.
- Making what appear to be groundless complaints about employees and seeking to have them replaced.
- Electronically recording meetings and conversations without prior knowledge and consent of the other parties involved.