

North London Waste Authority

Complaints, Comments and Compliments Policy

This document sets out the procedure followed by North London Waste Authority (NLWA / the Authority) when dealing with complaints, comments or compliments received. These could relate to the services which the Authority provides, the Authority's response to enquiries or the conduct of staff employed by the Authority.

1. How to make a complaint

- 1.1. Complaints, comments and compliments should be submitted to the Authority in writing using the enquiry form [here](#) and then by selecting 'complaint' from the 'type of enquiry' list.
- 1.2. Complaints about the handling of Subject Access Requests, Environmental Information Requests (EIR) or Freedom of Information (Fol) requests should also be submitted using the enquiry form [here](#) or by phone to the Authority's Data Protection Officer on 0208 489 5654. You can also complain to the Information Commissioner's Office (ICO), telephone 0303 123 1113.
- 1.3. Please note that complaints, comments and compliments about the Authority's reuse and recycling centres (or van policy at reuse and recycling centres) should be made to the sites operator, [LondonEnergy Ltd](#), who will respond. If any resident feels that a complaint about the reuse and recycling centre service has not been fully investigated, an appeal can be made via the Authority's enquiry form.

2. Responding to complaints

- 2.1. NLWA will acknowledge complaints received through the enquiry form [here](#) within two working days. You will receive a full response within 20 working days.

3. Member conduct

- 3.1. Separate arrangements apply for any complaint, comment or compliment concerning Authority members. This is because members are elected councillors in one of the Constituent Boroughs of the Authority and each borough has a code of conduct which applies to them.
- 3.2. In the first instance any correspondence on this issue will be forwarded to the Member themselves who will be given the opportunity to respond directly.
- 3.3. If you are not satisfied with the response you receive, you can make a request for the Authority to refer your complaint to the Monitoring Officer of the relevant Constituent

Borough.

4. Appeals

- 4.1. Apart from complaints about elected members (see section 3 above), if you are not satisfied with the response to your complaint, you can submit an appeal in writing to the Managing Director using the contact details provided in the response.
- 4.2. If you are not satisfied with the Authority's response to your complaint, or you do not receive a response within a reasonable timeframe (usually 12 weeks), you can refer your complaint to the [Local Government and Social Care Ombudsman](#).
- 4.3. In the case of a Subject Access Request, the Environmental Information Act, or Freedom of Information Act you can refer your request for an appeal to the [Information Commissioner's Office \(ICO\)](#) if you are not satisfied with the Authority's response.

ENDS