

# CUSTOMER CHARTER

This Customer Charter details the level of service customers should expect from Renfrewshire Council staff when they visit a Household Waste Recycling Centre.

We pledge to:

- Re-use, recycle or compost as much household waste as possible by encouraging customers to separate out their waste before they arrive at the Household Waste Recycling Centre.
- Make every effort and the best use of resources available to maintain the highest level of health and safety, for both customers and staff.
- Ensure the Household Waste Recycling Centre is always clean and tidy with all staff dressed appropriately and equipped with the necessary personal protective equipment (PPE).
- Provide sufficient capacity for the re-use, recycling and the disposal of waste.
- Be polite, courteous and helpful at all times and help customers to unload and deposit their waste, where it does not jeopardise our personal health and safety.
- Effectively control traffic at the facility.
- Deal with customers politely but firmly to ensure the Household Waste Recycling Centre is operating safely and within the law.
- Minimise disruption to customers as a result of temporary closures for skip changeover and collection.
- Provide separate storage areas for the disposal of special waste at all sites.
- Welcome any complaints, compliments or comments and will learn from these.
- Carry out surveys to ask our customers how we are doing and what they think we could do better. We will then publish results and action plans from the surveys.
- Continually improve our service to customers and provide information about the service on our website.
- Treat each service user fairly, equitably and consistently in accordance with Council policy.
- Work effectively and efficiently with our partner organisations.