

5. Waste Management helpline and support services

Aim:

To provide a pleasant, reliable and efficient service to all our customers, and satisfactorily deal with any queries or complaints received.

What you get:

Staff to deal with requests for bins, recycling information, and to handle reports of abandoned vehicles or comments about the service. The helpline is staffed Monday to Thursday 8.30am – 5pm, Friday 8.30am- 4.30pm. (Excluding bank and public holidays).

What we don't do:

We do not provide information on your bin collections. This is dealt with by Cleansing Services. You can find information on this by visiting www.belfastcity.gov.uk/wastecollections or by calling them on 028 9027 0230.

How can customers help us?

By providing helpline staff with all the relevant details when making an enquiry.

Target:

To respond to 90% of calls within 15 seconds.

To acknowledge written enquiries (email and letter) within 5 working days.

Written responses will be dealt with within 15 working days of the date of acknowledgement.