

What we ask from our customers

Because we work in partnership with our customers to make Waste Services better we have standards we ask of our customers, too. It's a two-way relationship. We believe it is reasonable for our waste collection teams to expect customers to:

- Treat Council employees and property with courtesy and respect at all times
- Listen to the Waste Services advice and information given to them
- Not behave in a way that puts themselves or others at risk.

All Council employees have the right to feel safe while doing their job.

Stirling Council works hard to promote diversity and challenge discrimination, and we will investigate any incidents which breach diversity legislation. When appropriate, action will be taken.

How are we doing?

We aim to give our customers the best possible service. Please let us know

- When we don't achieve our service standards
- When we do well
- How we can improve our service.

Tel: **0845 277 7000**
Text: 07717 990 001
Write: Stirling Council
Waste Services
Viewforth
FK8 2ET

Email: info@stirling.gov.uk
Visit: www.stirling.gov.uk

If you need this information in large print, Braille, audio or in another language please contact 0845 277 7000 and quote reference number 6591.

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0845 277 7000 پر فون کریں۔

如欲要求把本刊物翻譯成中文(繁體字)
廣東話版本，請致電 0845 277 7000

ਜੇ ਤੁਹਾਨੂੰ ਇਸਦਾ ਅਨਵਾਦ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0845 277 7000 'ਤੇ ਫਨ ਕਰੋ।

إذا أردت ترجمة هذه إلى اللغة العربية، يرجى الاتصال
بالرقم 0845 277 7000

On our website you can request a range of services such as a replacement bin or special uplift, or report a problem like a missed bin.

Read our customer care policy for waste collection at www.stirling.gov.uk/waste or phone **0845 277 7000** and we'll send you a copy.

You can also use Talkback, Stirling Council's comments and suggestions scheme. Pick up a leaflet at any Council reception desk, library or local office, telephone **0845 277 7000**, or visit www.stirling.gov.uk/contactus



email: info@stirling.gov.uk text: 0771 799 0001
phone: 0845 277 7000 web: stirling.gov.uk

Stirling Council Environment Services

Waste Collection and Recycling service Standards

Working together with our customers



DELIVERING QUALITY SERVICES
0845 277 7000 stirling.gov.uk



Waste Collection and Recycling service standards

Working together with our customers

Stirling Council's Waste Collection and Recycling service standards is committed to giving an efficient and reliable service.

To do this we work in partnership with you, our customers. This leaflet sets out the service standards you can expect from us, and also what we ask from you so that together we can provide the best possible waste collection and recycling service for everyone in our area.

A pledge to our customers

Our new detailed Customer Service Pledge sets out the services we offer and our commitment to provide quality services.

Read it at www.stirling.gov.uk/waste.



Our service standards

- We will treat our customers and their property with courtesy and respect at all times.
- If a bin is put out on time and we miss it, we'll collect it within 2 working days.
- We will clean up any spills made during collection.
- We'll return your bin to the collection point once it's emptied.
- We will collect your bin on the agreed collection day. If the service is running late, we'll publicise this on the Council website and collect your bin as quickly as possible.
- We will provide suitable containers for waste storage, recycling and collection.
- Excess waste on top of or beside a bin won't be collected.
- Bin lids should be closed. Overflowing bins are a health and safety hazard and will not be collected.
- When we cannot provide the service you are looking for we'll explain why, and where possible suggest an alternative.

Household waste recycling facility standards

- All household waste recycling facilities are free of charge for household waste coming from the Stirling area
- All customers are encouraged to separate their waste and recycle as much as possible
- Staff will direct vehicles to unloading points and help customers safely unload items from their vehicles into separate containers.

Opening hours

Lower Polmaise	8.30am – 6.30pm (last entry 6.15pm) closed 25 Dec and 1 Jan only
Callander	5pm – 8pm Mon – Fri 10am – 2pm Sat
Balfron	5pm – 8pm Mon – Fri 10am – 2pm Sat
Killin	11am – 3pm Sat



Waste Services staff identity standards

All waste collection staff will carry an official Stirling Council identification pass clearly showing:

- A head and shoulders photo
- Name, title, main place of work and employee number
- Contact phone number where identification of cardholder can be checked.

Staff will wear personal protective clothing that identifies them as employees of Stirling Council.