



Mid Michigan Waste Authority

7950 Gratiot, Suite 5 -- Saginaw, Michigan 48609

Phone: 989-781-9555 Fax: 989-781-9559

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Resident Complaint Log rev 0307 Refuse / Recycling / Yard Waste Service Issues

Name _____ Phone # _____

Address _____ City/Twp/Village _____

main cross-street(s) _____

Date of Incident _____ Regular Pick-Up Day: _____

Type of Complaint: (check box)

- Missed pick-up of Refuse
- Missed pick-up of Recycling
- Missed pick-up of Yard Waste
- Missed pick-up of Bulky Item(s)
- Unsatisfactory service (specify) _____
- Other _____

Notes: _____

Action Requested: Resident requesting WM call back ETA of service _____ Do a COU

Complaint taken by: _____ Date: _____ Time: _____

MMWA staff: _____ Date: _____ Time: _____

Info sent to resident

Completed RCL sent to community

WM Staff Response/Action to MMWA Resident Complaint Log

WM staff: _____ Date: _____ Time: _____ COU's: # _____, # _____, # _____

Trash

- too heavy / stuck in can
- improper container / box
- loose trash
- bags torn and waste spilled
- yard waste mixed with trash
- not included in trash program
- boxes need to be broken down
- liquid paint
- CoS - exceeded bag limit

Brush

- not bundled properly
- too big; max. 3' x 4' bundle
- more than 1 bundle

Bulkies

- more than 2 bulk items
- bulky not contained
- bulk item pick-up scheduled
- Ticket # _____
- 2 items scheduled - left rest

Recyclables

- not sorted properly
- items not recyclable
- cardboard too large
- plastic bags in recyclables
- contaminated cardboard
- Styrofoam in bin
- wrong week

Yard Waste

- not in proper container
- yw in plastic bags
- too heavy / stuck in can
- container not marked
- bags ripped open
- material not included in program

OTHER

- materials not out by 7 am
- glass item needs prep (tape/OCC)
- liquids in waste



Notes:

