

Recycling Centre Customer Charter

Cambridgeshire County Council is committed to providing a high quality service to all our customers.

As a user of this site, you can expect:

- The site to be clean, tidy and managed in an orderly manner
- The site to be safe from hazards
- The staff to be approachable, professional, friendly and helpful
- The staff to provide assistance when requested
- The staff to answer questions and give advice on recycling
- The staff to listen to any suggestions or complaints and work with customers to resolve any issues

As a user of this site, you are requested to:

- Be patient when asking for assistance
- Dress appropriately to use the site
- Act safely to ensure that your behaviour does not cause harm to yourself, other users or our staff
- Place your waste in the appropriate skips/containers
- **Abide by the Council's policies** – these can be found on the Council's website or from the Site Manager
- Refrain from smoking on the site

Our staff are here to help. Abusive or threatening behaviour will not be tolerated. Any visitor behaving in such a manner will be required to leave the premises immediately. Offenders may be banned from using Cambridgeshire Recycling Centres. Legal action may also be taken.

These guidelines have been compiled in accordance with Cambridgeshire County Council's [Customer Service Charter](#)

Cambridgeshire County Council manages a network of nine Recycling Centres across the county designed to meet its statutory obligations under the Environmental Protection Act 1990.