

Garbage Not Picked Up — Complaint Letter

Fill in this template and send it to your waste management provider or local municipality.

■ YOUR INFORMATION

Full Name:

Street Address:

City / State / ZIP:

Phone Number:

Email Address:

Date of Letter:

■ RECIPIENT INFORMATION

Company / Department Name:

Contact Person (if known):

Address:

Reference / Complaint Number (if any):

■ INCIDENT DETAILS

Scheduled Pickup Day(s):

Date(s) Garbage Was NOT Collected:

Exact Location / Address of Uncollected Bins:

Number of Missed Pickups:

Description of Problem (overflow, pests, odour, etc.):

■ PRE-SUBMISSION CHECKLIST

- Bins were placed at the kerb by the correct time
- Bins contained only permitted waste (no hazardous materials)
- Photos / videos taken with timestamps
- Previous complaint reference number included (if applicable)
- Copy of letter kept for your records
- Sent via email AND certified mail for paper trail

✉ ■ LETTER BODY — USE THIS WORDING

Dear [Recipient Name / Waste Management Team],

I am writing to formally report a missed garbage collection at the address noted above. Despite placing my bins at the kerb by the required time on **[Date(s)]**, my waste was not collected as scheduled.

This is the **[1st / 2nd / 3rd]** time this has occurred. The uncollected waste is now creating a health and sanitation concern, including **[describe: overflowing bins / pest activity / foul odour / blocked pathway]**.

I respectfully request that the missed pickup be rectified within **48 hours**, and that I receive written confirmation of the corrective action taken. Please contact me at the details above should you require further information.

Yours sincerely,
[Your Name]

■ *Tip: Keep a log of every missed pickup (date, time, photo) — it strengthens your case if you need to escalate.*