

In an effort to ensure the best possible customer service for residents of Dale County we are implementing a new process for complaints about garbage pickup. Effective immediately all complaints in reference to MDI must be submitted to the Dale County Compliance office with the approved complaint form. This form is available at the Dale County Solid Waste office, Town of Clayhatchee town hall, and City of Level Plains city hall and online at www.dalecountyal.org. **NOTE** if your garbage is missed you will still follow the normal procedure of calling MDI at 334-983-1506. If you have any other complaints beyond missed garbage and wish the compliance officer to look into the issue you must complete the Solid Waste Complaint form in its entirety and submit it to the compliance office. This new form will allow us to track each complaint we receive concerning MDI and address them appropriately with the proper personnel. Our goal is to always ensure the best possible service for the residents of Dale County. Any and all questions regarding our new process may be directed to the Dale County Compliance officer at 334-445-6787. Below are the guidelines for filing the new complaint form.

1. Complaints of MDI tipper or driver behavior (i.e. knocked over can) will not be looked into without a completed complaint form and photo or video evidence of the incident.
2. Complaints will not be looked into if the form is submitted more than 3 business days after the incident.
3. Complaint form may be submitted to the compliance officer via email or in person.
4. Senior citizens or disabled customers who are unable to drive may call and request assistance in filling out the form over the phone at 334-445-6787.

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