



TOWN OF FREETOWN

BOARD OF SELECTMEN

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Town of Freetown Excel Recycling, LLC Complaint Protocols and Procedures 10/3/2022

In an effort to streamline and effectively monitor complaints regarding Excel Recycling, LLC the Town of Freetown asks residents to follow these steps.

To report complaints regarding Excel Recycling, LLC please follow these steps:

- If it is an emergency please call 9-1-1

To log a complaint with Excel Recycling, LLC directly:

- Call the Excel Recycling, LLC hotline at (508) 213-3570
- Email Excel at info@excelrecycle.com

To log a complaint with The Town of Freetown

- Call the Excel Complaint Line at 774-256-2295 (this line is not staffed. It is checked and reviewed periodically. Note: these calls are translated to text and auto-forwarded to ExcelComplaints@freetownma.gov)
- Email ExcelComplaints@freetownma.gov Note: This email is reviewed periodically.

Review of all complaints to the Town will be done quarterly by the Town Administrator, Building Commissioner and Board of Health Agent. An update will be provided to the Board of Selectmen after these quarterly reviews.

Approved by the Freetown Board of Selectmen at their meeting on 10/3/22

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