SFRA Complaint Resolution Process

Purpose

The purpose of the SFRA Complaint Resolution Process is to provide guidance to members on how to resolve complaints that may relate to our neighbourhood or the SFRA.

Application

If a complaint arises, the course of action you need to take to resolve a problem will depend on the nature of your complaint.

Scenario 1: The complaint relates to a home or individual in the neighbourhood, then we encourage you to:

(a) speak to the individual(s) first to attempt to resolve the problem/issue.
(b) If speaking to your neighbour is unsuccessful, then we encourage residents to call the City of Mississauga at 3-1-1 if the nature of the complaint is City of Mississauga By-Law related. SFRA will not become involved in resolving disputes between neighbours.

Scenario 2: The complaint meets the Scope criteria below, then we encourage you to follow the Filing a Compliant Process (detailed in this document).

Scope

SFRA will become involved in assisting the resolution of complaints if the individual invoking the SFRA Complaint Resolution Process is an Active Member of the SFRA and the issue meets one the following criteria outlined below:

- The nature of the complaint affects a significant portion of the neighbourhood,
- The nature of the complaint is directed at the SFRA, and/or
- The nature of the complaint involves public/shared community space (e.g. the Sherwood Green Park, Dean Henderson Park).

Process for Filing a Complaint

1. Notify the SFRA in writing by emailing SherwoodforrestRA@gmail.com the nature of your complaint, no later than 30 days after the issue transpired or came to your attention. Clearly articulate your issue and include as much detail as possible regarding your issue – background information, dates, times, facts.

2. The issue (once received by the SFRA) will be categorized as urgent or non-urgent.
    a. If the matter is deemed urgent (and no executive committee meeting is scheduled in the near future) then executive committee members will be engaged ad-hoc to opine on the issue and seek resolution.
    b. If the matter is not deemed urgent, the issue will be discussed at the next Executive Committee Meeting (and voted upon if necessary).

3. The outcome of the complaint will be communicated to the complainant (in a timely manner) once resolution is determined. In cases where a complaint is complex and will

take a significant period of time to resolve, the complainant will be given periodic updates with regards to the status of their complaint.

4. The SFRA Executive Committee will maintain confidential records of any formal complaints received and outcomes determined.

Document Governance

Document Revision History

Document Version	Summary of Changes	Author	Date
1.0	Inception of the document	SFRA Secretary	Dec 18, 2018
2.0	Editing	Al Zizek	January 4, 2019
3.0	Document Review/Refresh	Launa Crasto (SFRA Secretary)	February 8, 2023
4.0	Document Review – minor clarification made	Launa Crasto (SFRA Secretary)	February 22, 2025

Document Review Cycle

This document will be reviewed by the SFRA Executive Committee once every two (2) years or earlier if required by City of Mississauga rules.

Next Review Cycle: February 2027

Internal