230 The Esplanade, Toronto ON M5E 1T4 slna@slna.ca www.slna.ca

February 24, 2025

SLNA Complaints Policy

Purpose

The purpose of this policy document is to set out procedures in the event of a complaint from a person external to the Association.

Our Commitment

The St. Lawrence Neighbourhood Association is committed to dealing with and resolving complaints as quickly as possible. All complaints and appeals will be handled professionally, confidentially and in a timely manner, in order to achieve a satisfactory resolution that is fair and equitable to all parties.

Complaints Process

A complaint may be submitted in writing (by mail or email) to the Board or a Board member. The person who receives the complaint will forward it to the entire Board. Contact information will be collected from the complainant and an approximate timeframe for response will be provided.

Complaint Resolution

Complaints will be handled as efficiently as possible. In the first instance, the Board will attempt to resolve a submitted complaint at its next Board meeting; failing that, as soon as possible thereafter. A response will be provided in writing to the complainant clearly outlining the rationale for any decision.

Documenting the Complaint

All complaints will be recorded and will include the contact information of the complainant, details of the complaint, who responded, resolution, and outcome. Complaints exposing the organization to liability, risk, or reputational harm will be reported to the Membership annually.

Contact Information

Complaints may be submitted by email to slna@slna.ca or in writing to:

St. Lawrence Neighbourhood Association
230 The Esplanade
Toronto, ON
M5A 4J6

Approval

This policy was approved by The St. Lawrence Neighbourhood Association Board of Directors on February 24, 2025.