

## Toronto Parks, Forestry & Recreation Complaints Procedure

### Our complaints procedure – Information for residents

We are committed to providing high-quality and fiscally responsible parks, forestry and recreation services to the residents of Toronto. In an effort to continually improve our services and performance, we invite members of the public to advise us when something goes wrong. This will help us to improve our standards and ensure effective delivery of services to residents.

If you have a complaint, please contact us with the details. Please use any of the following methods to reach us:

- Email your complaint to [parks@toronto.ca](mailto:parks@toronto.ca)
- Phone your complaint into 311 or contact the General Manager's Office directly at 416-338-5058
- Mail your complaint to: The General Manager's Office, Parks, Forestry and Recreation, Toronto City Hall, 100 Queen Street West, West Tower, 4<sup>th</sup> Floor, M5H 2N2

### What will happen next?

1. We will send you acknowledgement of your correspondence within two business days of us receiving the complaint
2. We will then investigate your complaint. This normally involves following up with the appropriate City staff, and reviewing the applicable policies, guidelines and by-laws
3. We will respond to your complaint within 14 days of sending you the acknowledgement letter
4. If adjustments to the timelines are required, we will let you know and explain why
5. If you are making a verbal complaint, you may be asked that your complaint be put in writing, especially if it involves a serious or complex matter.

### Our commitment

Toronto Parks, Forestry and Recreation delivers a wide range of services to residents of Toronto. Our staff pride themselves on delivering programs and services, based on the following principles:

- **Equitable access to services** - ensures an equitable distribution of services across the City and for participants of all ages.
- **Quality** - ensures the City's programs are meeting the highest standards of excellence and safety.
- **Inclusiveness** - ensures choice of services reflects the diverse interests and needs of communities and neighbourhoods across Toronto are met
- **Capacity building** - provides programs and services of social, economic and physical benefit to all participants and creates a sense of community, belonging, and vitality.

Parks, Forestry and Recreation takes its responsibility to serve the residents of Toronto with professionalism and integrity very seriously. Feedback is an important step in our endeavour to continually improve our service delivery to residents in a fiscally responsible manner.