

Purpose

Sistering is committed to being a respectful and responsive neighbour. This complaint process is intended for members of the public—such as local residents, businesses, and community members—who have concerns related to Sistering’s 24/7 Drop-In or the conduct of individuals in or around the premises.

This policy does not apply to complaints from Sistering participants or internal workplace concerns. Please refer to the appropriate contact pathways below for those situations.

What You Can Report

- Noise, loitering, litter, or safety concerns around the Sistering building
- Behaviour outside the premises that impacts neighbours or businesses
- Community impacts resulting from Sistering’s services or presence
- Concerns regarding participant or staff conduct in the community

How to Submit a Community Complaint

Complaints may be submitted by:

- **In person:** Visit 962 Bloor Street West and ask for the Community Liaison
- **Email:** mbennett@sistering.org
- **Phone:** 416-926-9762 ext. 266

Complaints may be submitted anonymously. Accessibility accommodations (e.g., interpretation, alternate formats) are available upon request.

All complaints will be managed with confidentiality and respect. Information will be shared only with those necessary to investigate and resolve the issue (e.g., internal leadership, municipal partners) and will not be disclosed publicly without your consent.

If You Are a Sistering Participant

If you are a program participant with a concern about your experience at Sistering, please contact the Drop-In Supervisor:

- **In person:** Visit 962 Bloor Street West and ask for the Drop-In Supervisor
- **Email:** generalinfo@sistering.org
- **Phone:** 416-926-1946 and ask to speak with the Drop-In Supervisor

Complaint Process

Acknowledgement	We confirm receipt of the complaint within 1 business day.
Initial Contact	We follow up within 2 business days to clarify the issue, if contact details are available.
Investigation Begins	A review and fact-finding process begins within 3–5 business days.
Resolution or Response	A formal response or summary of actions taken is provided within 10–15 business days.
Ongoing Updates	Individuals are kept informed weekly or as needed until the issue is resolved

Escalation


If your complaint remains unresolved or you believe it was not addressed appropriately you may escalate the matter for further review:


Email: jnakanjako@sistering.org or call: (416) 926-9762 ext. 228

Confidentiality


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 www.sistering.org

 [sisteringdropin](https://www.instagram.com/sisteringdropin)