

Dealing with the Complaint

Initially, the Manager of Parking Enforcement will determine if the complaint concerns the policies of or services provided by the administrative section of Parking Enforcement or the conduct of a Parking Enforcement Officer or administrative staff member. The complaint will be considered in the context of existing policies, established procedures and applicable legislation. The Manager of Parking Enforcement may decide not to pursue the complaint for the following reasons:

- the complaint was filed after six months time had lapsed between the incident and the formal filing of the complaint
- it is deemed by the Manager of Parking Enforcement to be frivolous, vexatious or made in bad faith; or
- the complainant was not directly involved or affected by the incident

Informal Resolution

Less serious complaints about an employee's conduct may be resolved by way of an informal resolution. This involves bringing the complainant and the subject employee together to hear each other's concerns. Such a resolution requires the mutual consent of the complainant and the subject employee and the approval of the Manager of Parking Enforcement. An informal resolution of a complaint is an option that is available at any time during the process: i.e.: before, during or after an investigation if the complainant and the subject employee consent to participate in the proposed resolution.

Review of Manager's Decision

If, upon receipt of the results of the Manager's review, you are not satisfied with the outcome, you may then write fax or e-mail the Director of Enforcement, 300 City Centre Drive L5B 3C1 fax: 905-615-3374, bylaw.enforcement@mississauga.ca your concerns with respect to the decision of the Parking Enforcement Manager.

City of Mississauga
Transportation and Works
Parking Enforcement
Tel: 905-896-5000
Fax: 905-615-3239
www.mississauga.ca/parking

COMPLAINT GUIDE

How to file a complaint regarding the conduct of a City of Mississauga Parking Enforcement Officer, Administrative staff or services provided by Parking Enforcement

Defining a Complaint

There are two kinds of complaints. They relate to:

1. The policies of or services provided by Parking Enforcement; or
2. The conduct of a Parking Enforcement Officer or Administrative Staff Member

Lodging a Complaint Only

Only the person directly affected by the incident may make a complaint.

A complaint must be in writing and must be signed by the person making the complaint. You may write your complaint in a letter, e-mail, facsimile or you may use the form provided on the reverse of this pamphlet.

Delivering your Complaint

A complaint must either be mailed or delivered in person to 3235 Mavis Road, Mississauga Ontario L5C 1T7 or faxed to Parking Enforcement – 905-615-3239 or e-mailed to enforcement.parking@mississauga.ca. Our office hours are Monday to Friday, 8:00 a.m. to 4:00 p.m.

