

You can mail or e-mail your complaint to:
 City of Toronto, Human Rights Office
 City Hall, 14th Floor, West, Toronto, ON M5H 2N2
 humanrights@toronto.ca
 Tel: 416-392-8383 TTY: 416-397-7332

Office Use Only

Date Submitted:

Staff in the City of Toronto's Human Rights Office will review the information you have submitted and contact you soon. You can also contact us directly about the status of your complaint.

Toronto's Equity, Diversity and Human Rights Office collects personal information on this form under authority of the Human Rights Code, 1990, s. 46.3(1), the Toronto Municipal Code, Chapter 169, Article I, ss. 169-2, 169-3, and 169-4, and the City of Toronto Act, 2006, s. 136(c). The information is used to maintain communication with you regarding your human rights related inquiry or complaint, to investigate the complaint, and may be used for aggregate statistical reporting. Questions about this collection can be directed to the Senior Human Rights Consultant at the Office of Equity, Diversity and Human Rights, City Hall, 14th Floor, West Tower, 100 Queen St. West, Toronto, ON M5H 2N2 or by telephone at 416-392-8383.

Eligibility

If the matter that you want to complain about does not fall within the identified Issue or Ground, see the Instruction Sheet attached to this form for appropriate referrals.

This form allows you to file an on-line complaint about City of Toronto-related human rights and harassment issues. If you feel that you have been discriminated against or harassed while trying to use City services or facilities, in your employment with or job application to the City, while contracting with the City or regarding City-owned accommodation, please continue. If your complaint is about another issue, please see the Instruction Sheet attached at the end of this form for appropriate referrals.

Definitions are provided for some terms – see Definitions section at the end of this form.
 You may also want to review the Policy and Complaints Procedures at www.toronto.ca/divisions/human_rights.htm.

Contact Information

Please fill out the following information. Fields with an asterisk (*) are mandatory.

***Name**

***Phone** ()

Fax ()

E-mail

Alternate Phone

Address

Street No.	Street Name	Suite/Unit No.
City	Province	Postal Code

Human Rights Complaint Form

Complaint Issue & Ground

Please check the box that applies to your Complaint Issue in the next section.

Then please check off the prohibited ground(s) that apply to indicate on what basis you feel you have been discriminated or harassed. Select up to four as applicable.

Complaint Issue

<input type="checkbox"/> Access to or use of City of Toronto facilities <input type="checkbox"/> Administration or delivery of City of Toronto services	<input type="checkbox"/> Employment with the City of Toronto <input type="checkbox"/> Job application with the City of Toronto	<input type="checkbox"/> Legal contract with the City of Toronto	<input type="checkbox"/> Occupancy of City of Toronto owned accommodation
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Grounds

<input type="checkbox"/> Age <input type="checkbox"/> Ancestry <input type="checkbox"/> Citizenship <input type="checkbox"/> Colour <input type="checkbox"/> Creed <input type="checkbox"/> Disability <input type="checkbox"/> Ethnic origin <input type="checkbox"/> Family status <input type="checkbox"/> Level of literacy <input type="checkbox"/> Marital status <input type="checkbox"/> Place of origin <input type="checkbox"/> Political affiliation <input type="checkbox"/> Race <input type="checkbox"/> Sex (including pregnancy, breast feeding and gender identity) <input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Age <input type="checkbox"/> Ancestry <input type="checkbox"/> Citizenship <input type="checkbox"/> Colour <input type="checkbox"/> Creed <input type="checkbox"/> Disability <input type="checkbox"/> Ethnic origin <input type="checkbox"/> Family status <input type="checkbox"/> Level of literacy <input type="checkbox"/> Marital status <input type="checkbox"/> Membership in a union or staff association <input type="checkbox"/> Personal harassment <input type="checkbox"/> Place of origin <input type="checkbox"/> Political affiliation <input type="checkbox"/> Race <input type="checkbox"/> Record of offences <input type="checkbox"/> Sex (including pregnancy, breast feeding and gender identity) <input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Age <input type="checkbox"/> Ancestry <input type="checkbox"/> Citizenship <input type="checkbox"/> Colour <input type="checkbox"/> Creed <input type="checkbox"/> Disability <input type="checkbox"/> Ethnic origin <input type="checkbox"/> Family status <input type="checkbox"/> Level of literacy <input type="checkbox"/> Marital status <input type="checkbox"/> Place of origin <input type="checkbox"/> Political affiliation <input type="checkbox"/> Race <input type="checkbox"/> Sex (including pregnancy, breast feeding and gender identity) <input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ancestry <input type="checkbox"/> Citizenship <input type="checkbox"/> Colour <input type="checkbox"/> Creed <input type="checkbox"/> Disability <input type="checkbox"/> Ethnic origin <input type="checkbox"/> Family status <input type="checkbox"/> Level of literacy <input type="checkbox"/> Marital status <input type="checkbox"/> Place of origin <input type="checkbox"/> Political affiliation <input type="checkbox"/> Race <input type="checkbox"/> Receipt of public assistance <input type="checkbox"/> Sex (including pregnancy, breast feeding and gender identity) <input type="checkbox"/> Sexual orientation
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Human Rights Complaint Form

Date of the incident: <u> </u> (yyyy-mm-dd)	If the incident you are reporting happened more than one year ago, please explain in the space below why you are filing a complaint now.

City Employee Information

If you are a City employee with a complaint related to your employment or a job application, please indicate:

Division: _____

Job Type

Union: Cupe Local 79 Cupe Local 416 TPFPA Local 3888 Cupe Locals 2998 & 2998-12

Union Executive: Cupe Local 79 Cupe Local 416 TPFPA Local 3888 Cupe Locals 2998 & 2998-12

Non-Union: Exempt/Non-Union Management AOCC Management

Complaint Details

Type of Complaint: Failure to accommodate Discrimination Harassment Reprisal

Describe the incident(s) that you believe was discrimination or harassment. For each incident or event, include:
 ● what happened? ● who was involved? ● when did it happen? ● where did it happen? ● were there witnesses?

Have you already tried to resolve your complaint? Yes No

If yes, please provide the following information: ● who did you complain to? ● when? ● what action was taken?

Human Rights Complaint Form

Resolution Desired: Describe what resolution you would like to happen.

Who is the Complaint Against?

Name(s) and Division (if known)

Eligibility

Complaint Issue:

The Human Rights Policy has the following application:

Access to or use of City of Toronto facilities

- for example, because of a physical disability you cannot access a City facility or a poster in a facility creates an unwelcome environment based on a prohibited ground*.

Administration or delivery of City of Toronto services

- for example, you feel that a City service is being delivered in a discriminatory way based on one of the prohibited grounds* or you experienced harassing behaviour from a City staff person.

Employment with the City of Toronto

- for example, as an employee, you feel that you have experienced discrimination* or harassment* by co-workers, your supervisor, manager, or a client.
- If you are a member of the Toronto Public Service with a human rights question or complaint, you can find more information on the Human Rights Office page on the employee intranet.

Job application with the City of Toronto

- for example, you feel you have been treated in a discriminatory* manner or have not been appropriately accommodated while applying for a job with the City.

Legal Contracts with the City of Toronto

- for example, you feel you have been denied a contract with the City because of one of the prohibited grounds*.

Occupancy of City of Toronto owned accommodations

- if you are a current tenant, or are applying to become a tenant, of a residential dwelling that is owned by the City as a landlord under the applicable legislation governing landlord and tenant relations for residential properties, e.g. Residential Tenancies Act 2006.

***See below and page 2 for definitions**

Grounds/Prohibited Grounds:

You will be asked to indicate on what basis or prohibited ground you feel you are being discriminated against or harassed. If you have questions about which ground may apply to your situation, please Contact Us (see contact information on the Human Rights Complaint Form). Grounds are listed in the complaint form and also in the Policy.

What if my concern is not about any of the listed complaints issues or grounds? Is the complaint about:

- A program, service, facility, or staff conduct but is not about discrimination or harassment - contact the division directly (www.toronto.ca/customerservice/divisional_complaint_protocols.htm) or to find out more about City services visit www.toronto.ca/311/ or call 311.
- If you have a concern about the service you receive from the City of Toronto and have been unable to work out your issues with the division directly contact the Ombudsman's Office at (www.ombudstoronto.ca) or 416-392-7062.
- One of the City's ABCC's such as TTC, Toronto Community Housing Corporation, Arena Boards etc, please see (www.toronto.ca/abcc) or call 311.
- The conduct of Members of Council, Members of Local Boards (Restricted Definition) and Adjudicative Boards contact the Integrity Commissioner's Office at www.toronto.ca/integrity/index.htm or 416-397-7770.
- Suspected wrongdoing involving municipal resources, waste or contracts – the Fraud & Waste Hotline http://www.toronto.ca/audit/fraud_hot.htm. or phone 416-397-STOP (7867).

- Another employer facility or service (eg. private gymnastics club, restaurant) - Government of Ontario's information on Human Rights www.attorneygeneral.jus.gov.on.ca or call 1-800-387-9080, TTY 1-800-308-5561.
- A bank, airline, phone company or other federally regulated business - Canadian Human Rights Commission www.chrc-ccdp.gc.ca or call 1-888-214-1090, TTY 1-888-643-3304.

Date of the Incident:

You will be asked to identify the date of the incident. If you don't know the exact date, please provide an approximate date. If you are alleging an ongoing series of incidents, please indicate the date of the most recent incident.

Contact Information

You must provide your name as we cannot accept anonymous complaints. To discuss exceptions or if you would like to request general information, please contact the Human Rights Office at 416-392-8383 or humanrights@toronto.ca.

Phone Number or E-mail - You must provide contact information so that the Human Rights Office can follow up with you to get more details, discuss the matter, and provide you with assistance.

Complaint Details

Type of Complaint:

Accommodation

- means that you have a need related to a protected ground for which you require accommodation. For example: a City facility is not physically accessible to you as a result of a physical disability; or a job assessment is scheduled on a day of religious significance for you so you are unable to attend.

Discrimination

- means that you have been treated negatively because of a prohibited ground, for example your race, sex, sexual orientation, or creed. See the Human Rights and Anti-Harassment Policy for full list of prohibited grounds.

Harassment

- means someone has said or done something that is unwelcome, offensive, embarrassing or hurtful based on a prohibited ground*, for example, racial slur, unwelcome sexual invitation, homophobic joke. See the Human Rights and Anti-Harassment Policy for full list of grounds.
- Employees can also file a complaint of personal harassment, i.e. harassment that is unrelated to a human rights ground.

Reprisal

- means you have experienced something negative that you feel is retaliation because you initiated or were involved in a human rights complaint.

*See complaint form or policy for a list of grounds