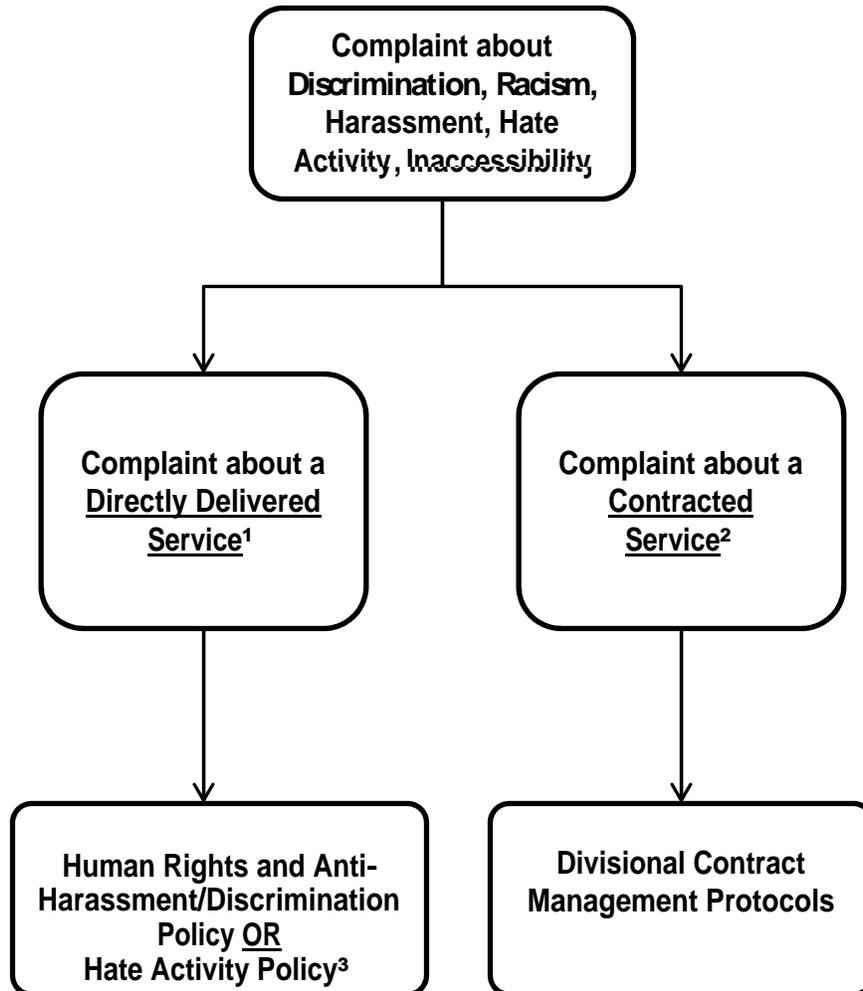


Appendix E  
**Discrimination Complaint Handling Framework**



<sup>1</sup> *Directly Delivered Services* are those programs and services delivered by employees of the City of Toronto.

<sup>2</sup> *Contracted Services* are those programs and services delivered by a third party individual or organization that has been contracted under the City's Purchasing Bylaw or awarded a grant under the Toronto Grants Policy to provide services on behalf of the City, to the City or with the financial support of the City, or other type of agreement such as leases, licences, permits and sponsorships.

<sup>3</sup> The City's *Human Rights and Anti-Harassment Policy* and *Hate Activity Policy*, which address issues of discrimination, racism, harassment and hate activity, apply **only** to City employees and services.