

How to make a complaint

Toronto Water has a set of policies and procedures for receiving and handling complaints from homeowners and citizens dissatisfied with service, actions or lack of action by Toronto Water staff or current service standards.

Prior to submitting an official written complaint, we require that you first speak directly with 311 or the Toronto Water service area where you have an issue, as evidence that City staff attempted to satisfy your concerns. Most complaints are resolved promptly this way by Toronto Water staff.

However, if you are not satisfied with how your complaint was handled, you may submit an official written complaint using this form, which will be officially logged for public record in the Toronto Water Complaint Registry, then investigated and escalated for management review. Unless you are filing an anonymous complaint, this form must be completed in full and signed in order to ensure accuracy, transparency and consistency in addressing your concern. Only original copies will be accepted.

Complaints generally fall into one of the following categories:

Complaint Type	Description
Strategic Policy	Complaints involving decisions, policies, programs, actions or inactions by Toronto Water (e.g. position on water quality issues, project prioritization, funding decisions, etc.)
Staff Conduct	Complaints relating to the attitude and/or actions of Toronto Water employees. (e.g. employee attitude or behaviour, employee being disrespectful to homeowners, illegal or improper act, etc.)
Safety Guidelines	Safety-oriented complaints about the assessment, planning, implementation and evaluation of services provided by Toronto Water. (e.g. failure to comply with water quality guidelines, unsafe/untidy work site environment, failure to fulfill statutory obligations, barriers to accessing services, etc.)
Service Standards	Complaints about the standard of service, actions, or lack of actions by Toronto Water. (e.g. excessive response/follow up times, delays in providing a service after client is at point of service, failing to complete projects by the advertised or communicated times, etc.)

Attached is a form to use to record and submit a complaint to Toronto Water, after you have contacted our staff. We make every effort to resolve complaints as quickly as possible.

Please note: There are separate rights of appeal or complaint processes for certain services provided by Toronto Water. We will advise you if a different complaint procedure applies.

Where to send your complaint**Send your completed and signed complaint by mail to:**

Ian McDowell, Toronto Water

Metro Hall
55 John Street
21st Floor
Toronto, Ontario
M5V 3C6

ATTN: TORONTO WATER COMPLAINT REGISTRY

For general assistance on where to direct your complaint:

If you still are not sure how to find the relevant service area, call the City of Toronto's general enquiry line, 311, for information on where to direct your complaint.

All written complaints are reviewed by Toronto Water management staff.

Notice of Collection

The personal information you choose to provide on this form is collected under the authority of the City of Toronto Municipal Code, Chapter 169, Article I, s. 169-2 and the City of Toronto Act, 2006, s.136(c). The information you provide will be used to investigate the complaint and may be used for contact purposes. Questions about this collection can be directed to: Manager, Strategic Business Management, Metro Hall, 21st Floor West, 55 John Street, M5V 3C6 or by telephone at 416-338-2316.

Contact Information: Please fill out this form as completely as possible. However, if you wish to file an anonymous complaint, complete only the Details of Complaint section. Do not complete the Contact Information and Acting as a Representative sections.

First name	Last name	Title
Address		
City	Province	Postal code

Please indicate how you would like us to contact you regarding your complaint. Please record the information in the area provided.

Standard mail at the above address	
Home phone	Business phone
Cell phone	
E-mail	

Acting as a Representative: If you are acting as a representative of another person who has a complaint, Toronto Water **may**, depending on the nature of the complaint, require written authorization from the person confirming permission to gather personal information from you. In filing this complaint are you acting as the agent or contact person of someone else (including a family member)? ___Yes ___No

Details of the complaint

Service area/location of problem

Customer Service Request Number/Issue Tracking Number (provided by City staff)

Staff person(s) you had previously contacted (This name must be included if your complaint is to be processed; if you have not spoken to City staff, please contact them prior to completing a complaint form.)

Nature of complaint (Please include as much detail as possible.)

How would you like to see your complaint resolved?

List of enclosed documents. (Please include copies, not originals, of any documentation in support of your complaint. Reminder: if wishing to remain anonymous, please mask or delete any personal identifying information from documents.)

Complainant's signature (Do not complete if making an anonymous complaint.)

Date