



Waterfront Secretariat

Official Complaint Form

Toronto's Waterfront Secretariat works with Waterfront Toronto and the federal and provincial governments to improve Toronto's waterfront. In its work, the Secretariat is guided by the Council-approved [Making Waves: the Secondary Plan for the Central Waterfront Plan Part Two](#), which sets out key public priorities, opportunities and an implementation process. It is also guided by Waterfront Toronto's Five-Year Business Plan, which sets out the funding for all waterfront projects.

Toronto's Waterfront Secretariat can be reached at 416-397-4821 or by email at wps@toronto.ca. For more information on Toronto's waterfront renewal, please [click here](#) to view City of Toronto waterfront staff reports, a waterfront revitalization chronology and initiatives, and more.

If you wish to make a complaint or comment on the services, actions or inactions of Toronto's Waterfront Secretariat, you may do so in one of four ways:

1. Telephone the Secretariat at 416-392-4988
2. E-mail us at wps@toronto.ca
3. Fax us at 416-392-8805 or
4. Hand deliver or mail us your comment at:

Waterfront Secretariat
Attn: Project Director
12th floor, East Tower
Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2

Your complaint will be quickly addressed by the Director of the Waterfront Secretariat to resolve any concern. You may contact us anonymously but if you chose not to, your comments are treated confidentially. Click here for the [Official Complaint Form](#).

Office of the Ombudsman: City of Toronto

If you are not satisfied with how we handle your complaint or comment, please contact the [City of Toronto's Office of the Ombudsman](#) between 8:30 am and 5 pm as follows:

Office of the Ombudsman
112 Elizabeth Street
Toronto, ON M5G 1P5

e-mail: ombuds@toronto.ca
Tel. 416-392-7062
TTY: 416-392-7100



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Where to send your complaint

Unless you are filing an anonymous complaint, please complete this form in full and sign it in order to ensure accuracy, transparency and consistency in addressing your concern. Only original copies will be accepted.

<p>Send your completed and signed complaint by mail to:</p> <p>Waterfront Secretariat 12th floor, East Tower Toronto City Hall 100 Queen Street West Toronto, ON M5H 2N2</p> <p>ATTN: WATERFRONT SECRETARIAT COMPLAINT REGISTRY</p>	
<p>For general assistance on where to direct your complaint call the Waterfront Secretariat at 416-392-4988.</p>	

Notice of Collection

Waterfront Secretariat collects personal information on this form under authority of the City of Toronto Municipal Code, Chapter 169, Article I, ss. 169-1, 169-2, and 169-4 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 the Acting Director, Waterfront Secretariat, 12th Floor, East Tower, City Hall, 100 Queen Street West, Toronto, Ontario, M5H 2N2 or by telephone at 416-392-8113.



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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, the Waterfront Secretariat **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



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Details of the complaint

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