Appendix E

Discrimination Complaint Handling Framework

- Complaint about Discrimination, Racism, Harassment, Hate Activity, Inaccessibility
  - Complaint about a Directly Delivered Service
    - Human Rights and Anti-Harassment/Discrimination Policy OR Hate Activity Policy
  - Complaint about a Contracted Service
    - Divisional Contract Management Protocols

1. Directly Delivered Services are those programs and services delivered by employees of the City of Toronto.
2. 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.
3. 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.