Appendix A: The Human Rights Office

ROADMAP OF AN INQUIRY

INQUIRIES MAY BE MADE BY
- Phone
- E-mail
- Online form
- Inter-office mail
- In-person

INQUIRIES RECEIVED FROM
- City of Toronto employees
- Members of the public
- Those who contract with the City of Toronto
- Occupants of City-owned accommodations

Is it within HRO jurisdiction?
- YES
- NO

CONSULTATION
Information gathered and advice/resources provided

CONSULTATION CONCLUDES

COMPLAINT / INTERVENTION

SUPPORT RESOLUTION
- Alternative Dispute Resolution
- Investigation
- Policy Interpretation
- Accommodation Support
- Human Rights Educational Support

COMPLAINT / INTERVENTION CONCLUDES

REFERRAL / INFORMATION PROVIDED
- Referrals often made back to the responsible division, People & Equity division, grievance process or to a government agency

Recommendations made following investigation, as required