



Service Excellence Committee

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| Meeting No. 2 | Contact Kate Carrillo, Administrator |
| Meeting Date Tuesday, March 19, 2024 | Phone 416-392-7032 |
| Start Time 9:30 AM | E-mail svexc@toronto.ca |
| Location Committee Room 2, City Hall/Video Conference | Chair Councillor Stephen Holyday |

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| SE2.2 | ACTION | Amended | | Ward: All |
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Complaints and Compliments - Process Enhancements

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee request the City Manager, in consultation with the Executive Director, Customer Experience (311), to report back to the Service Excellence Committee by July 19, 2024 with:

- a. a plan for onboarding all sections within 311 Toronto integrated service divisions, including Toronto Water, Transportation Services, Urban Forestry (Parks, Forestry and Recreation), Municipal Licensing and Standards, and Solid Waste Management Service, into the City’s new complaint and compliment intake experience to ensure that the public has a uniform and consistent experience for submitting complaints and compliments across all 311 Toronto integrated service divisions; and
- b. a plan outlining the strategy for onboarding all City divisions by the end of the second quarter of 2025 into the City’s new complaint and compliment intake experience in order make the journey of filing a complaint or compliment more consistent, seamless, accessible, transparent, and fair across all City divisions.

Decision Advice and Other Information

The Executive Director, Customer Experience (311), gave a presentation on the Complaints and Compliments Capability Project.

Origin

(March 8, 2024) Report from the Executive Director, Customer Experience

Summary

At its meeting on March 19, 2024, the Service Excellence committee considered item [SE2.2](#) and made recommendations to the Executive Committee.

Summary from the report (March 8, 2024) from the Executive Director, Customer Experience:

At its meeting on December 18, 2023, the City of Toronto's Service Excellence Committee requested the City Manager, in consultation with the Executive Director of the Customer Experience Division (CXD), to report back to the Service Excellence Committee by the end of March 2024 on efforts underway to enhance the complaints and compliments mechanisms across various divisions and City Offices.

This report responds to the Committee's request by summarizing the achievements of 2023 and presenting a strategic framework for 2024, focusing on Phase 1 outcomes and the preparation for further expansion.

The City of Toronto's Complaints and Compliments project is a strategic initiative designed to improve, standardize and simplify the process of making a complaint or providing feedback to the City, for increased transparency, fairness, and accessibility. Throughout 2023, considerable progress was made in the design and development of new business processes, content simplification, and preparation for the Phase 1 launch. The strategic approach for the upcoming year is focused on a rigorous evaluation of the initial implementation, continuous stakeholder engagement, and the thoughtful expansion of the project's reach to additional divisions.

Background Information

(March 8, 2024) Report from the Executive Director, Customer Experience on Complaints and Compliments - Process Enhancements

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243694.pdf>

Appendix 1 - Complaints and Compliments Capability Project

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243695.pdf>

Communications

(March 18, 2024) E-mail from Sue M (SE.Supp)

(March 18, 2024) E-mail from Nan Yen (SE.Supp)

(March 19, 2024) Presentation from Ingrid Buday, No More Noise Toronto (SE.New)

<https://www.toronto.ca/legdocs/mmis/2024/se/comm/communicationfile-178117.pdf>

Speakers

Ingrid Buday