

The City of Toronto aims to deliver exceptional, equitable, and accessible customer service. If customers are dissatisfied with the service they receive, the City wants to make it easy for them to make a complaint. Once a complaint has been made, customers should know what to expect. The purpose of this Complaints Form is to allow you (the complainant) to file your complaint and receive a tracking number for your reference.

Please note:

- Anonymous complaints cannot be accepted nor investigated
- Alternative procedures are available to employees to initiate complaints within the organization

The complainant may fill out pages 1 and 2, with help from City staff as necessary. If you require assistance, please contact the Corporate Finance Division Complaint Officer at (416) 392-9640.

Contact Information

Date (yyyy-mm-dd)		
Name of complainant (first, last)		
Address		
City/Town	Province	Postal code
Home phone no.	Business phone no.	Mobile no.
E-mail		

Channel Reported (Check one option):

- In Person
- Phone
- Email
- Mail
- Fax

Summary of Complaint

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper. Please attach any relevant documents such as letters or reports that are relevant to the complaint.

Details
Service area or location of problem

Corporate Finance Division

Tracking Number:

Staff persons involved (if known and if applicable)

List of enclosures (include copies of any documentation in support of the complaint)

Complaint Type (check all that apply):

<input type="checkbox"/> Processes or Procedures	<input type="checkbox"/> Staff Conduct
<input type="checkbox"/> Access	<input type="checkbox"/> Timeliness of Service
<input type="checkbox"/> Outcome	
<input type="checkbox"/> Other (please describe)	

Desired Outcome (check all that apply):

<input type="checkbox"/> Explanation	<input type="checkbox"/> Apology (written/verbal)	<input type="checkbox"/> Disciplinary action
<input type="checkbox"/> Training/education for staff	<input type="checkbox"/> Conciliation	<input type="checkbox"/> Counselling/Mediation/Other Support
<input type="checkbox"/> Compensation	<input type="checkbox"/> Other (please describe)	

Timeline

The Corporate Finance Division applies certain standards for responding to complaints. Depending on how the complainant submits the complaint and requests to be contacted, the following standards for acknowledging complaint receipt apply. Complaints are acknowledged within the following period of being received:

- telephone or email — within 1 working day
- fax — within 2 working days
- mail — within 3 working days

If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

Complaint Recipient:		Program Area:	
Email:		Phone no.:	

Complainants can be given a copy of pages 1 and 2.

Notice of Collection

Corporate Finance Division collects personal information on this form under authority of the City of Toronto Act, 2006, s. 136(c) and the City of Toronto Municipal Code, Chapter 169, Article I, ss. 169-1, 169-2, and 169-4. 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 Administrative Assistant 1, Corporate Finance at Toronto City Hall, 5th Floor East Tower, 100 Queen Street West, Toronto, ON, M5H 2N2, or by telephone at 416-392-9640.

While investigating your complaint, in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the City of Toronto will only disclose your personal information to staff who require the information to perform the investigation and will not be shared with the person who is the subject of your complaint (if applicable). Your personal information will not be shared with anyone else unless you provide written consent for such sharing or where the City is compelled by law to do so.