

FOR INTERNAL USE ONLY:

Tracking Number:	
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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 Tracking Form is to allow you (the complainant) to file your complaint and receive a tracking number for your reference.

Please fill out this form as completely as possible.

Contact Information

First name		Last name	
Address			
City	Province	Postal code	
Preferred contact method <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail			
Home phone		Business phone	
Cell phone			
Email			

Are you submitting this complaint on behalf of someone else? Yes* No

Name of person acting on behalf of complainant
Contact Information

* If you are submitting a complaint on behalf of someone else, the Accounting Services Division may require written permission to proceed with complaint.

Complaint Details - for the purpose of management review and corrective action.

Service area/location
Staff person(s) involved, if known
Nature of complaint. Please include as much detail as possible

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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
Signature
Date (YYYY/MM/DD)

Service Standards and Response Times

Upon submitting this form you will receive an acknowledgement within two business days or five business days for vendor feedback.. The outcome of your feedback will be communicated to you within five business days. If this is not possible, you will be provided with an explanation and advised of an updated timeline.

Email Privacy Alert

Sending personal information by email is not a secure means of transmission. If you wish to submit a written complaint, you can use our [complaint form](#) to formally record and submit a complaint.

If you decide to send this form by email, you do so at your own risk.

By email: Accounting Services Complaint Officer at ggiannet@toronto.ca

By mail:

Accounting Services
Metro Hall
55 John Street, 14 floor
Toronto, ON M5V 3C6N2

Attn: Accounting Services Division Complaint Officer

Notice of Collection

The personal information on this form is collected under the legal authority of the *City of Toronto Act, 2006* s. 136(c) and 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 review and investigate any issues raised with the complaint, including contacting the individual, improving services and monitoring customer service levels. Questions about this collection can be directed to Accounting Services Complaint Officer, Accounting Services Division, 14th Floor, 55 John St., Metro Hall, Toronto, ON M5V 3C6 or by email at ggiannet@toronto.ca

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.