

PURPOSE

The Economic Development & Culture (EDC) Division provides services that advance the City's prosperity, opportunity and liveability.

It is the policy of the Division to invite public feedback about our service delivery. The following protocol outlines the process the Division will follow in regard to feedback we receive.

POLICY

- EDC will review and address all feedback promptly and ensure every effort is made to respond and resolve issues as quickly as possible in accordance with the following protocol.
- Complaints will be investigated in a fair, impartial and respectful manner and kept confidential to protect complainant's privacy.
- The EDC Feedback (Comments, Compliments and Complaints) Protocol is accessible to the public online and at locations where EDC offers counter services.
- All feedback will be monitored and reviewed regularly for opportunities to improve service delivery.

RELATED POLICIES

[City of Toronto Complaint Handling Guidelines](#)

PROCEDURE

Comments and Compliments

1. How to Provide Your Comments and Compliments

Comments and compliments may be submitted verbally in person or by telephone, or in writing by hand delivery, mail, email or fax. Please be sure to provide the information listed below so we can acknowledge the receipt of your feedback:

- Name
- Address
- Telephone Number
- Email

Alternatively, you can fill out our [Feedback Form](#), and submit it to the appropriate EDC contact in person or by mail, email or fax. See page 5 for a list of EDC contacts.

2. Receipt and Review

- Comments and compliments are forwarded to the appropriate staff and the direct supervisor.
- Written comments and compliments will receive a written acknowledgement.
- Verbal comments and compliments will receive written or verbal acknowledgement.

Complaints

A complaint is an expression of dissatisfaction with EDC's policies, procedures, employees or quality of service such as:

- failure to do something agreed to do
- failure to observe policies or procedures
- unacceptable delay
- staff error
- discourteous actions/statements by staff

1. How to Make a Complaint

Complaints may be submitted verbally in person or by telephone, or in writing by hand delivery, mail, email or fax.

Please be sure to provide the information listed below:

- Name
- Address
- Telephone Number
- Email
- Details of your complaint
- Any action you would like us to take

Alternatively, you can fill out our [Feedback Form](#), and submit it to the appropriate EDC contact in person or by mail, email or fax. See page 5 for a list of EDC contacts.

2. Complaint Receipt, Review and Resolution Process

EDC will acknowledge the receipt of your complaint by the end of the next working day. You will be contacted within 10 working days on the status of your complaint. The final resolution will be provided as promptly as possible, depending on the nature of the complaint and course of action required.

If your complaint is not within the jurisdiction of Economic Development & Culture, it will be forwarded to the appropriate Division and you will be notified of this action.

There can be up to three stages involved in the reviewing and resolving a complaint:

Stage 1: Staff Review

- EDC staff will attempt to provide a resolution as promptly as possible given the nature of your complaint.
- You will be contacted with an update on the status of your complaint and/or a final resolution within 10 working days.
- Complaints that cannot be promptly resolved by the initial staff member you contacted will be referred to the appropriate Manager.

Stage 2: Manager Review

- The Manager will review and attempt to resolve your complaint as quickly as possible with input from staff.
- Additional information may be required to further review the complaint and propose a resolution (see Collection of Additional Information below).
- You may be asked to submit a verbal complaint in writing, especially if it involves a serious or complex matter.
- You will be contacted with an update on the status of your complaint and/or a final resolution within 10 working days.
- If you are not satisfied with the final resolution provided, you may request that your complaint be further reviewed.

Stage 3: Director/General Manager Review

- Using the same procedure as the Manager outlined above, the appropriate Director will review and attempt to provide a resolution to your complaint.
- You will be contacted with an update on the status of your complaint and/or a final resolution within 10 working days.
- If the resolution provided by the Director is not to your satisfaction, the General Manager (in consultation with the Deputy City Manager if required) will provide a final review and resolution.

- If you are not satisfied with the resolution provided by the General Manager, you may contact the City's Ombudsman <http://ombudstoronto.ca/> for an external review. In some cases, you may be referred to an alternate accountability office, such as the Office of Equity, Diversity, and Human Rights or Fraud and Waste, depending on the nature of the complaint.

Collection of Additional Information

- Additional information may be required to properly review and provide resolution to your complaint.

EDC may:

- Contact you to clarify the complaint, confirm common understanding, clarify outcome sought, and explain complaint procedures
- Have further discussions with the staff involved
- Review of background information such as policies and procedures, previous written communications and other documentation.
- Obtain and review other expert opinions or perspectives.

Notice of Decision and Resolution

Once EDC has reviewed the complaint to your satisfaction, the final resolution will be provide as follows:

- Written complaints will receive a written notice of decision.
- Verbal complaints will receive written or verbal notice at the Director's discretion.

CONTACT

For questions on the protocol, please contact:

Pamela Roberts
Director, Program Support
Economic Development & Culture
Tel: 416-395-0410
probert4@toronto.ca



Economic Development & Culture

Feedback Protocol

How to Submit a Comment, Compliment or Complaint

Date: February 26, 2010

Review Date: April 2015

Feedback Contacts:

General Manager's Office

Michael H. Williams

General Manager

416-397-1970

edcfeedback@toronto.ca

Ingrid Girdauskas

Planning & Project Consultant

416-397-5306

edcfeedback@toronto.ca

Business Growth Services

George Spezza

Director

416-392-6904

gspezza@toronto.ca

Business Improvement Areas

Mike Major

Manager

416 392-0623

mmajor@toronto.ca

Business Retention and Expansion

John Alderdice

Manager

416-392-1004

jalderd@toronto.ca

South District

Rebecca Condon

Tel: 416-392-0626

Fax: 416-395-7573

rcondon@toronto.ca

East District

Neil Farmer

Tel: 416-396-4959

Fax: 416-396-4241

Farmer@toronto.ca



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West District

Susana Vaz

Tel: 416-397-5418

Fax: 416-394-5537

svaz@toronto.ca

Entrepreneurship Services

Chris Rickett

Manager, Enterprise Toronto

416-395-7474

cricket2@toronto.ca

Enterprise Toronto (Small Business)

Downtown Office

Karen Keskuil

Small Business Consultant

Tel: 416-395-7403

Fax: 416-392-1794

kkeskul@toronto.ca

North Office

Sandi Koitsis-Zigomatis

Small Business Consultant

Tel: 416-395-7050

Fax: 416-395-7444

skoitsi@toronto.ca

Jason Li

Small Business Consultant

Tel: 416-395-7499

Fax: 416-395-7444

jli@toronto.ca

East Office

Vikas Jain

Small Business Consultant

Tel: 416-396-5243

Fax: 416-396-5088

jain@toronto.ca



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Sector Development

Leslie Fink

Manager

416-338-1955

lfink@toronto.ca

Arts & Culture Services

Terry Nicholson

Director

416-392-4166

tnichols@toronto.ca

Sally Han

Manager, Cultural Partnerships

416-392-4012

shan@toronto.ca

Alan Jazvac

Manager, Production

City Cultural Events

416-395-7384

ajazvac@toronto.ca

Nadira Pattison

Manager, Arts Services

416-338-1263

npattis1@toronto.ca

Julian Sleath

Manager, Programming

City Cultural Events

416-395-0249

jsleath2@toronto.ca



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Arts Services

Cultural Centre Facility Rentals - Please contact individual sites.

The Assembly Hall

1 Colonel Samuel Smith
Park Dr.

Toronto, ON M8V 4B6

General Inquiry 416-338-7255

Fax: 416-338-7259

assembly@toronto.ca

Cedar Ridge Creative Centre And Art Gallery

225 Confederation Drive

Toronto, ON M1G 1B2

General Inquiry 416-396-4026

crcc@toronto.ca

Etobicoke Civic Centre Art Gallery

399 The West Mall

Toronto, ON M9C 2Y2

General Inquiry: 416-394-8628

Fax: 416-394-2455

eccartgallery@toronto.ca

Zion Church Cultural Centre

1650 Finch Avenue East

Toronto, ON

General Inquiry: 416-392-6371

zionccc@toronto.ca



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Museums & Heritage Services

Larry Ostola
Director
416-392-9135
lostola@toronto.ca

Karen L. Black
Manager, Operational Support
416-338-1267
klblack@toronto.ca

Linda Irwin
Manager, Museums
416-338-0435
lirwin@toronto.ca

David O'Hara
Manager, Fort York Historic Site
416-392-6907 ext. 222
dohara@toronto.ca

Wayne Reeves
Chief Curator
416-392-6830
wreeves@toronto.ca

Historic Museums

Colborne Lodge
Colborne Lodge Drive, High Park,
Toronto
General Inquiry 416-392-6916
Fax: 416-392-0375
clodge@toronto.ca

Fort York
100 Garrison Road, Toronto
General Inquiry 416-392-6907
Fax: 416-392-6917
fortyork@toronto.ca



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Gibson House Museum

5172 Yonge Street

Toronto

General Inquiry 416-395-7432

Fax: 416-395-7442

gibsonhouse@toronto.ca

Mackenzie House

82 Bond Street

Toronto

General Inquiry 416-392-6915

Fax: 416-392-0114

machouse@toronto.ca

Montgomery's Inn

4709 Dundas Street West

Toronto

General Inquiry 416-394-8113

Fax: 416-394-6027

montinn@toronto.ca

Scarborough Historical Museum

1007 Brimley Road

Toronto, ON M1P 3E8

General Inquiry 416-338-8807

Fax: 416-338-8805

shm@toronto.ca

Spadina

285 Spadina Road

Toronto, ON

General Inquiry 416-392-6910

Fax: 416-392-0382

spadina@toronto.ca

Todmorden Mills Museum And Arts Centre

67 Pottery Road (Do not mail)

Mail: c/o East York Civic Centre

850 Coxwell Avenue

Toronto ON M4C 5R1

General Inquiry 416-392-2819

Fax: 416-396-2898

todmorden@toronto.ca



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York Museum

2700 Eglinton Avenue West

Toronto

By Appointment Only

416-396-2819

Zion Schoolhouse

1091 Finch Avenue East, North

York By Appointment Only

416-395-7435

City Museum Facility Rentals

Marna Ward

416-338-0030

mward@toronto.ca

Film & Entertainment Industries

Zaib Shaikh

Film Commissioner & Director of Entertainment Industries

416-392-3376

zshaikh2@toronto.ca

Rob Berry

Manager, Tourism Services

416-392-3387

rberry@toronto.ca

Eric Jensen

Manager, Film & Television Office

416-392-1333

ejensen@toronto.ca

Harold Mah

Manager, Event Support

416-395-7326

hmah@toronto.ca



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Program Support

Pamela Roberts

Director

416-395-0410

PRObert4@toronto.ca

Michael Brown

Manager, Sponsorship

416-395-7347

MBROWN3@toronto.ca

Larissa Deneau

Manager, Policy Development

416-392-3379

ldeneau@toronto.ca

Anca Knoll

Manager, Finance &

Administration

416-392-0466

aknoll@toronto.ca

Marilyn Nickel

Manager, Marketing

416-395-7375

mnickel@toronto.ca

Peter Viducis

Manager, Research &

Information Systems

416-392-3396

pviducis@toronto.ca