

Purpose

The City Manager leads the municipal administration and provides guidance and advice to Council on the City's fiscal, organizational, intergovernmental and service challenges.

This policy provides for a mechanism to receive feedback and resolve issues relating to complaints about the City Manager's Office service and actions from members of the public and the Toronto Public Service.

Policy

1. The City Manager's Office staff receives, review, record and make every effort to promptly resolve complaints as quickly as possible, and in accordance with defined guiding principles and an established complaints procedure.
2. The City Manager's Office complaints policy is made accessible to the public on the City Manager's web site.
3. All City Manager's Office staff are made aware of and receive instruction on this complaints policy and will act in accordance with defined guiding principles as established in the complaints procedure.
4. The City Manager's Office management team regularly reviews the complaints log for issues and trends as a means of continually improving processes and service.
5. To provide for effective resolution of issues, members of the Toronto Public Service are to utilize only one complaint protocol/procedure per issues. The City Manager's Office can not intervene where an existing employee complaint process has been initiated (i.e. grievance procedure, Human Rights Complaints Process, Auditor General etc)
6. If appropriate, complaints may be referred to an alternate complaints process.