

How to make a complaint

Toronto Building has procedures for receiving and handling complaints from people dissatisfied with service, actions or lack of action by a Toronto Building business unit or staff member. Complaints may be made verbally (in person or by telephone) or in writing (by mail, fax or e-mail).

Toronto Building will manage complaints efficiently, fairly, effectively, and uniformly. Complainants are encouraged to first speak *directly* with the service area where you have an issue, in person or by telephone. Most complaints are received this way and resolved promptly. If you are not satisfied with how your verbal complaint is handled you may request to speak to the management in the service area. If you are still not satisfied you may submit a written complaint to Toronto Building.

Attached is a form you may use to record and submit a complaint to Toronto Building. We make every effort to resolve them as quickly as possible.

Please note: There are separate rights of appeal or complaint processes for certain services provided by Toronto Building. We will advise you if a different complaint procedure applies.

Where to send your complaint

<p>Send your complaint by mail:</p> <p>Office of Chief Building Official City Hall 100 Queen Street West 12th Floor, East Tower Toronto, Ontario M5H 2N2 ATTN: TORONTO BUILDING COMPLAINTS</p>	<p>Send your complaint by E-mail</p> <p>Toronto Building complaints e-mail address: talktobuilding@toronto.ca</p> <p>Subject heading: TORONTO BUILDING COMPLAINTS</p>
<p>Send your complaint by fax:</p> <p>Toronto Building Complaint's fax: 416-696-4143 ATTN: TORONTO BUILDING COMPLAINTS</p> <p><i>Please Note: Personal information is not secure if sent by fax transmission. The City of Toronto does not recommend sending correspondence by fax.</i></p>	<p>Send your complaint by phone</p> <p>Toronto Building Complaints phone number: 416-392-2855</p> <p>Submit your complaint in person</p> <p>To submit a complaint in person please visit one of our Customer Service office locations.</p> <p>http://www.toronto.ca/building/pop_contactmap.htm</p>

Notice of Collection

Toronto Building 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 Technical Advisor, Office of the Executive Director, Toronto Building Division at the 12th Floor, East Tower, City Hall, 100 Queen Street West, Toronto, ON M5H 2N2 or by telephone at 416-392-2690.

Toronto Building

Contact Information - Please fill out this form as completely as possible.

First name	Last name	
Address		
City	Province	Postal code

Please indicate how you would like us to contact you regarding your complaint. Please record the information in the area provided.

Standard mail at the above address	
Home phone	Business phone
Cell phone	
E-mail	

If you are submitting a complaint on behalf of someone else

The *Municipal Freedom of Information and Protection of Privacy Act* does not allow the City to collect information from you about a complaint that someone else has, unless we have the signed written consent of that other person. If you are representing someone (including a family member) as the agent or contact person you will need to have them complete the Complaint representative consent form and submit it with the complaint.

Name of person acting on behalf of complainant
Person to be contacted

Details of the complaint

(For purpose of management review and corrective action)

Service area/location of problem
Staff person(s) involved if known

Toronto Building

Nature of complaint (Please include as much detail as possible)

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.)

Complainant's signature

Date complaint submitted

FOR OFFICE USE ONLY

Tracking number: