

**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Hostel Services**

Addresses complaints  
about City-funded shelters  
416-392-8741  
ssha@toronto.ca

# HOW TO MAKE A COMPLAINT

**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



**Office of the Ombudsman**

Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.

### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.

### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.

### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.

### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.

### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Hostel Services for further assistance.