Hostel Services
Addresses complaints about City-funded shelters
416-392-8741
ssha@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.

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