



Revenue Services Division

### Complaint, Suggestion and Compliment Form

Tracking Number:

The City of Toronto aims to deliver exceptional, equitable, and accessible customer service. If customers are dissatisfied with the service they receive, or wish to make a suggestion or compliment, this form makes it easy to submit your complaint, suggestion or compliment. You will receive a tracking number for your reference.

**Please note:**

- Anonymous complaints or forms cannot be accepted or investigated.
- Alternative procedures are available to employees to initiate complaints within the organization

**Please fill out pages 1 and 2, with help from City staff as necessary.**

**Contact Information**

Date (yyyy-mm-dd)		
Name (first, last)		
Mailing Address		
City Town	Province	Postal Code
Home phone no.	Business phone no.	Mobile no.
E-mail		
Property Location/Address		
Property Tax Roll Number, Utility Account Number (if known), or Vehicle Licence Plate		

**I am submitting** (check one only):

- A complaint**
- A suggestion**
- A compliment**

**Channel Reported** (check all that apply):

- In Person
- Phone
- Email
- Mail
- Fax

**Summary of Complaint, Suggestion or Compliment**

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to record your comments below, attach extra paper. Please attach any relevant documents such as letters or reports that are relevant to your complaint, suggestion or compliment.

Details



Revenue Services Division

### Complaint, Suggestion and Compliment Form

Tracking Number:

Service area or City location
Staff persons involved (if known and if applicable)
List of enclosures (include copies of any documentation provided)

**Complaint type** (check all that apply)

<input type="checkbox"/> Processes or Procedures	<input type="checkbox"/> Staff Conduct
<input type="checkbox"/> Access	<input type="checkbox"/> Timeliness of Service
<input type="checkbox"/> Outcome	<input type="checkbox"/> Other (please describe)

**For Suggestions or Compliments**

May we share your suggestion or compliment and personal information with named staff members, and their supervisors/managers?  Yes  No

**Timeline**

The program staff involved will notify you within fifteen (15) business days of receiving your complaint, suggestion or compliment. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

<b>Complaint Recipient</b>	<input type="text"/>	<b>Program Area:</b>	<input type="text"/>
<b>E-mail:</b>	<input type="text"/>	<b>Phone number:</b>	<input type="text"/>

**Notice of Collection**

Revenue Services Division 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 Manager of Customer Service, Revenue Services Division at North York Civic Centre, Lower Level, 5100 Yonge Street, Toronto, ON, M2N 5V7, or by telephone at 416-395-1048.

While investigating your complaint, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, the City of Toronto will only disclose your personal information to staff who require the information to perform the investigation and will not be shared with the person who is the subject of your complaint (if applicable). Your personal information will not be shared with anyone else unless you provide written consent for such sharing or where the City is compelled by law to do so.