

Bulletin Type: **General Update**

Subject: **New Complaints Website and Form**

Bulletin: The Quality Assurance Team at SSHA is working to streamline and improve customer service and complaints management processes for clients accessing our services.

As part of this effort, the SSHA [website](#) for complaints has been updated to:

- reflect the newly realigned functions;
- provide consistent, straight-forward information;
- describe functions in bullet points; and
- outline relevant information on services not under the City's jurisdiction.

Website:

<https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=ab5ed4b4920c0410VgnVCM10000071d60f89RCRD>

The website also contains a revised [complaint form](#) that clients may use when submitting their complaints via email, mail, fax or hand delivery. This form is now available as a fillable PDF and, in order to minimize the amount of personal client information collected by the City, no longer requests complaint details or attachments.

All complainants will receive a follow-up communication about their complaint within 2 business days. If preferred, clients can request this form to be printed and complete it by hand.

Complaint Form:

<https://www1.toronto.ca/City%20of%20Toronto/Shelter%20Support%20&%20Housing%20Administration/Files/pdf/S/ssha-complaint-form-2017.pdf>

Resources: N/A

Contact Information: Contact information is provided on the revised website