

Toronto Local Appeal Body Complaint Protocol

March 2019

Upon receipt of a complaint, the protocol is to log the complaint, confirm receipt of the complaint with the complainant and escalate it to the appropriate person for review and response.

- 1) In the following instances, complaints are forwarded to the Chair of the Tribunal for review and response:
 - a. Complaint with respect to the TLAB process
 - b. Complaint with respect to a Panel Member including conduct or any decision making process.

- 2) In the event that a person has a complaint with respect to the decision rendered by a Panel Member and provided that they are a Party to the proceeding, they have the option of engaging in Rule 31 of TLAB's [Rules of Practice and Procedure](#). This request for a review of a decision is escalated to the Chair of the Tribunal for review and decision in accordance with the terms of that Rule.

- 3) In the event that a complaint is received with respect to the administrative process, an initial response is provided to the complainant to confirm receipt of the complaint. An investigation is then conducted of the complaint. The results of the complaint are shared with the manager including the appropriate corrective measures and/or recommendations for implementation. Within two weeks of receipt of the complaint, a formal response is sent to the complainant with the result of the investigation including any corrective actions that may have taken place and/or measures to be taken to enhance service delivery.

- 4) In the event that the complaint involves matters of conduct, including the integrity of a Member or in respect of matters not properly the prerogative of a Review under Rule 31 or an application for leave to appeal to the Divisional Court under statute, the complaint will be forwarded to the Office of the Integrity Commissioner for disposition.