

Toronto Local Appeal Body (TLAB) Complaint Process

INTRODUCTION

The Toronto Local Appeal Body is committed to providing a high quality of service to the public in keeping with its core values of accessibility, diversity, fairness, transparency, timeliness and providing the opportunity to be heard.

Complaints about the conduct or ethical behaviour of a Panel Member of the Toronto Local Appeal Body, may be filed with the [Integrity Commissioner](#) or with the Chair of the Toronto Local Appeal Body using TLAB's Complaint Protocol outlined below. Members of adjudicative boards are required to follow Codes of Conduct further described on the Integrity Commissioner pages that establish acceptable behaviour and practices of City officials.

IMPORTANT INFORMATION ABOUT MAKING A COMPLAINT

Some important things you must know before making a complaint:

- a dispute about a Tribunal's decision or order cannot be resolved using the complaint process;
- complaints cannot be made anonymously. You must provide your contact information including your name, address, telephone number and email;
- complaints must be in writing;
- everyone involved in the complaint process, including any person who is the subject of a complaint, will be treated fairly and respectfully;
- this process is separate from your rights to appeal a decision or order, to have reconsideration or review of a decision or order, or to have judicial review by the courts;
- Action on your complaint may be postponed if you have an ongoing proceeding. The complaints process will be applied to ensure that it does not interfere with the fairness of any proceeding or with adjudicative discretion and independence; and
- this protocol does not affect your right to complain to the Ombudsman of Toronto.

TLAB will not deal with a complaint where:

- the complaint is about a Tribunal order or decision;
- the complaint is in fact a request for review or reconsideration of an order or decision;

- you have not adequately identified yourself;
- you have failed to respond to requests for additional information and TLAB does not have sufficient information to proceed further;
- you have made the same or a similar complaint before and it has been addressed by TLAB; or
- the complaint is frivolous or made in bad faith.

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TORONTO LOCAL APPEAL BODY (TLAB) COMPLAINT PROTOCOL

How to Make Your Complaint

Complaints about the Administrative Staff or Services

If your complaint is about an administrative staff person, you should first raise your concern directly with that person. Together, you may be able to resolve the problem without the need for a formal complaint.

If you do not wish to speak with the staff person, or if you are not satisfied with that person's response, ask to speak to the individual's supervisor. Again, the goal is to resolve your problem without the need for a formal complaint.

If your complaint relates to an administrative service, or if you have not been able to resolve your staff complaint informally, please visit the [Court Services – Complaints & Compliments](#) page for the process outline and contact information. In your written complaint ensure to explain the reasons for your complaint (who, what, when, where), the steps you think should be taken to resolve your complaint, and the outcome you are seeking.

Complaints about Toronto Local Appeal Body Panel (TLAB) Members

TLAB Panel Members include the Chair, Vice Chair and Members.

TLAB will **not** consider a complaint about a decision or order issued by a TLAB Panel Member if you are asking that the result be changed. If you feel a decision in your case is wrong and should be changed, you must follow the procedures provided in TLAB's Rules of Practice and Procedure.

To file a complaint with the Chair of the Toronto Local Appeal Body:

1) Send your written complain to the TLAB administration at:

- In Person/By Mail:
Toronto Local Appeal Body
40 Orchard View Boulevard, Suite 253
Toronto, Ontario M4B 1R9
- By Email: tlab@toronto.ca

** Please provide the case file number, the name of the Panel Member(s), the specific reasons for your complaint (what, when, where) and the steps you think would resolve the complaint.

2) Upon receipt of a complaint, TLAB administration will process the complaint and take the following steps:

- Log the complaint and issue it a tracking number
- Acknowledge receipt of the complaint with the Complainant and provide them with the assigned tracking number
- Escalate the complaint to the Chair of the Tribunal or designate for action and response

Please note that if your case is ongoing, you may be advised that action on your complaint will be postponed until the final decision is issued or the member's involvement in the case has ended. This is to protect the fairness and impartiality of an ongoing proceeding.

If your complaint is about the length of time it is taking to receive your decision, please refer to TLAB's service standards before making a formal complaint.

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