



Purchasing & Materials Management Division Complaint Tracking Form

Tracking Number:

The City of Toronto, Purchasing and Materials Management Division (PMMD) aims to deliver exceptional, equitable, and accessible customer service. If customers are dissatisfied with the service they receive, PMMD wants to make it easy for them to make a complaint. Once a complaint has been made, customers should know what to expect. The purpose of this Complaints Tracking Form is to allow you (the complainant) to file your complaint and receive a tracking number for your reference.

Please note:

- Pre-Award Bid Disputes and Post-Award Bid Disputes are handled under a separate process. **If you have a Pre-Award or Post-Award Dispute, please file your dispute by email (not using this form) and send to the attention of the Chief Purchasing Officer at Michael.Pacholok@toronto.ca, with a c.c. to June.Buckle@toronto.ca**
- Anonymous complaints cannot be accepted nor investigated
- Alternative procedures are available to employees to initiate complaints within the organization

The complainant may fill out pages 1 and 2, with help from City staff as necessary. City staff should fill out the rest of the form (pages 3, 4, and 5).

Complaint request can be directed to the following PMMD Helpdesk staff who will be available to log the complaint for processing.

- ❖ Kristine Stankiewicz
Purchasing & Materials Management Division
Vendor Support Helpdesk
100 Queen Street West



Purchasing & Materials Management Division Complaint Tracking Form

Tracking Number:

18th Floor, West Tower
Toronto, Ontario
M5H 2N2
Telephone: 392-7353
Email: pmmhelpdesk@toronto.ca

Contact Information

- Date (yyyy-mm-dd):
- Name of Complainant (first, last):
- Address:
- City/Town:
- Province:
- Postal Code:
- Home Phone no:
- Business Phone no:
- Mobile no:
- Email:

Tracking Number: **Channel Reported (Check one option)**

- In Person
- Phone
- Email
- Mail
- Fax

Summary of Complaint

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

- Details:
- Service area or location of problem:
- Staff persons involved (if known and if applicable):
- List of enclosures (include copies of any documentation in support of the complaint):

Tracking Number:

Complaint Type (check all that apply)

- Processes or Procedures
- Staff Conduct
- Access
- Timeliness of Service
- Outcome
- Other (Please describe)

Desired Outcome (check all that apply)

- Explanation
- Apology (Written/Verbal)
- Disciplinary action
- Training/Education for staff
- Conciliation
- Counselling/Mediation/Other Support

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- Compensation

 - Other (Please describe)

Timeline

The appropriate PMMD Manager responsible for responding to the complaint will notify you within 10 business days of receiving the complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

Assessment

- PMMD Manager Responsible for Responding to Complaint:

- PMMD Service Area/Section:

- Email:

- Phone no:

Complainants can be given a copy of pages 1 and 2.

The rest of this form should be completed by the City staff.

Notice of Collection:

The Purchasing and Materials Management 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.

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Questions about this collection can be directed to the following two (2) PMMD management staff who will be available to answer questions about the complaint process.

Jacque Breen

Manager, Corporate Purchasing Policy & Quality Assurance

Purchasing & Materials Management Division

100 Queen Street West, 18th Floor, West Tower

Toronto, Ontario, M5H 2N2

Telephone: 392-0387, Email: jbreen@toronto.ca

Ornella Sain

Acting Supervisor, Policy, Training & Technology

Purchasing & Materials Management Division

100 Queen Street West, 18th Floor, West Tower

Toronto, Ontario, M5H 2N2

Telephone: 392-1305, Email: ornella.sain@toronto.ca

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.

Assessment (if owner of complaint is not PMMD)

- Complaint Owner:

Tracking Number:

- Program Area:

- Email:

- Phone no:

Note: Contact information of the complaint owner should be filled out whether or not the complaint is transferred.

- Was the complaint transferred to another area?
- If yes, explain why the transfer was made, fill out the contact details of the complaint owner, and send a copy of pages 1 and 2 to the complaint owner.

- Reason for transfer (if applicable):

- Is the complaint misclassified (e.g., it is actually feedback, or a compliment, etc.)?
If yes, notify the complainant. Date of notification (yyyy-mm-dd):

- Is the complaint a duplicate? If yes, notify the complainant.

- Date of notification (yyyy-mm-dd):

- Is more detailed information required from the complainant? If yes, contact the complainant to request the necessary information. Date of info request (yyyy-mm-dd):

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Details of Initial Internal Investigation

Notify complainant with service standards and process details.

Date of notification (yyyy-mm-dd):

Investigation Notes

Date (yyyy-mm-dd):

Outcome of Initial Internal Investigation, including steps for resolution:

- Person to Complete Outcome (PMMD Manager Responsible for Responding to Complaint):

- Target Date for Resolution (within 10 business days from time complaint received in PMMD)(yyyy-mm-dd):

Upon completion of this form to this point, send notification of the outcome to the complainant.

Date of Notification (yyyy-mm-dd):

Details of Escalated Internal Investigation:

Notify complainant with service standards and process details.

Date of notification (yyyy-mm-dd)

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- Director PMMD:

- PMMD Service Area:

- Email:

- Phone no:

Reason for Escalated Internal Investigation:

(Please use the space below to explain why the Complainant did not accept the outcome of the Initial Internal Investigation of their complaint and therefore why they are now asking City staff to reinvestigate the matter.)

Investigation Notes

Date (yyyy-mm-dd):

Outcome of Escalated Internal Investigation, including steps for resolution:

- Person and Role to Complete Outcome
~ Director of PMMD:

- Target Date for Completion (yyyy-mm-dd):

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Upon completion of this form, send notification of the new outcome to the complainant

Date of Notification (yyyy-mm-dd):

Check this box if the complaint goes to external review, and attach any relevant documents.