

**Shelter, Support & Housing Administration**  
Addresses complaints about City-funded shelters  
416-392-8741  
ssha@toronto.ca

## HOW TO MAKE A COMPLAINT

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**Office of the Ombudsman**  
Addresses complaints  
416-392-7062  
TTY 416-392-7100  
ombuds@toronto.ca



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### **1 Prepare Your Complaint**

Document your thoughts or complaint so that you don't forget important details. Be specific about how you want to resolve the problem.

### **2 Make Your Complaint**

Follow your shelter's complaints process and try to resolve your complaint with the help of shelter staff. If you need assistance completing any forms, ask shelter staff for help.

### **3 Follow-up and Appeals**

If you are not satisfied with how your complaint was addressed by the shelter staff, escalate your complaint to a supervisory or management staff at the shelter.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff at the shelter, contact Shelter, Support & Housing Administration for further assistance.

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