

## **I'm not happy about my experience at TLAB, how can I make a 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 the merits of a decision or order issued by a TLAB Panel Member or 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*. See also, for this purpose, the 'Review and Leave to Appeal' section of the TLAB *Public Guide*, available on line at: [www.toronto.ca/tlab](http://www.toronto.ca/tlab).

A request for a technical correction in a Final Decision and Order will be treated as a complaint.

To file a Member 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](mailto: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 and Order 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.

3) You can also file your Member conduct complaint with the office of the Integrity Commissioner.

4) Complaints may also be made to the office of the Ombudsman Toronto