

The Technology Services Division aims to deliver exceptional customer service. Feedback is an important part of continual service improvement. Please include the following information with your submission:

Please note:

- Anonymous complaints are not accepted.
- Alternative procedures are available to employees to initiate complaints within the organization.

Please send completed form to: TechFeedback@toronto.ca

Customer Contact Information

First Name:		Last Name:	
Work Location:		Address:	
Business Phone:	Mobile Phone:	Email Address:	
Preferred Contact Method: <input type="checkbox"/> Business Phone <input type="checkbox"/> Mobile Phone <input type="checkbox"/> Email			

Feedback Type

Please check one box:

- Compliment Complaint Suggestion

Feedback Area

Please check all that apply:

- Quality of Service Standard of Service Timeliness of Service
 Access to Service Agents Staff
 Policies, Processes & Procedures Charges Outcome

Please provide details: what occurred, who was involved, dates/times, and attach any relevant documents:

TSD Service Standards and Response Times

Upon sending the form to TechFeedback@toronto.ca acknowledgement will be provided within one business day. The outcome will be communicated within ten business days. If this is not possible, you will receive an explanation with an updated timeline, if applicable.

Email Privacy Alert

Sending personal information by email is not a secure means of transmission. If you send the form by email, you do so at your own risk.

You may also submit your feedback by mail or in person.

Completed forms can be mailed or hand-delivered to:

Manager, Strategy, Policy and Issues Management
Technology Services Division
Metro Hall, 55 John Street, 15th Floor
Toronto, ON M5V 3C6

Notice of Collection

The personal information on this form is collected under the legal authority of the City of Toronto Act, S. O. 2006, Chapter 11, Schedule A, 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, administer the complaint and may be used for contact purposes. Questions about this collection can be directed to Manager, Service Level Management, Information and Technology Division, 15th Floor, 55 John St., Metro Hall, Toronto, ON M5V 3C6 or by telephone at 416-397-9830.

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.