

Please only provide the information requested on this form and do not submit any attachments or additional personal information. We will follow up with you after receiving your complaint. Submit this form by email to [ssha.homeless@toronto.ca](mailto:ssha.homeless@toronto.ca) or by mail to SSHA Complaints, 55 John St, 6<sup>th</sup> Fl, Toronto, M5V 3C6. Please note that sending personal information by email is not a secure means of transmission.

## Complainant Information

First Name	Last Name
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## Preferred Method of Contact (complete all that apply)

Email	Telephone Number
Mail (Street Number, Street Name, Suite/Unit, Number, City/Town, Province, Postal Code)	

## Advocate/Agent or Other Contact Person

If you would like another person to act as a representative on your behalf, or would like someone else to know the details of your complaint, please complete this section.

Name of Advocate/Agent	Agency (if applicable)
Telephone Number	Email

## Complaint Details

<p>Service area</p> <p><input type="checkbox"/> Shelters/Respite</p> <p><input type="checkbox"/> Social Housing</p> <p><input type="checkbox"/> Street Outreach</p> <p><input type="checkbox"/> Drop-in Services</p> <p><input type="checkbox"/> Housing Help</p> <p><input type="checkbox"/> Out-of-the Cold</p> <p><input type="checkbox"/> Other: Please specify _____</p>
Staff person(s) involved if known/ Service Provider/ Agency involved
<p>Is your complaint about</p> <p><input type="checkbox"/> Processes and procedures that were unclear, not easy to follow or not communicated?</p> <p><input type="checkbox"/> A decision or outcome that you are not satisfied with?</p> <p><input type="checkbox"/> Service(s) not being provided within the timeframe provided?</p> <p><input type="checkbox"/> Difficulty finding reliable or consistent information to access or apply for a service?</p> <p><input type="checkbox"/> Trouble using a service, program or facility because it was not accessible?</p> <p><input type="checkbox"/> Staff that were not knowledgeable, unfriendly, unfair, rude or disrespectful?</p>

# Complaint Form

## Complainant Consent

Signature	Date (yyyy-mm-dd)
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## Office Use Only

Shelter, Support and Housing Administration collects personal information on this form 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 will be used to investigate the complaint and may be used for contact purposes. Questions about this collection can be directed to the Supervisor of Quality Assurance, Metro Hall, 6<sup>th</sup> Floor, 55 John Street, Toronto, ON M5V 3C6, ph 416-392-8741, [ssha.homeless@toronto.ca](mailto:ssha.homeless@toronto.ca)