

Shelter, Support & Housing Administration

Addresses complaints about City-funded shelters
416-392-8741
ssha.homeless@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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