

HOW TO MAKE A COMPLAINT

Ask a shelter staff to explain how to make a complaint at your shelter, or ask for a copy of the shelter's complaints policy or process.

1 Prepare Your Complaint

Document your thoughts or complaint so that you don't forget important details. Explain who was involved, what happened, where it happened, when it happened and how it happened. 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 - most complaints can be resolved this way. You may be asked to fill out a complaint form. If you need assistance completing any forms, ask shelter staff for help. You can also ask to speak to the Complaints lead.

For incidents regarding anti-Black racism, you can speak to the Complaints lead.

3 Follow-up and Appeals

Once you've made your complaint, ask when and how your complaint will be dealt with. You should receive an update on the status of your complaint within 2 weeks after you report it.

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 Toronto Shelter and Support Services for further assistance.

Tips

- Keep a list of names of the people you have dealt with, if possible
- Track the dates of your contact with the shelter
- Keep all documents relating to your complaint
- Please make your complaints in a respectful manner

Toronto Shelter and Support Services

Addresses complaints about City-funded shelters
416-392-8741
Homeless.Support@toronto.ca

Ombudsman Toronto

Addresses complaints about City services
416-392-7062
TTY 416-392-7100
ombuds@toronto.ca

