

HOW TO MAKE A COMPLAINT

Ask staff to explain how to make a complaint at your 24-Hour Respite Site, or ask for a copy of the compliments, complaints and appeals 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 24-Hour Respite Site's complaints process and try to resolve your complaint with the help of 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 staff for help.

3 Follow-up and Appeals

Once you've made your complaint, ask when and how your complaint will be dealt with.

If you are not satisfied with how your complaint was addressed by the staff, escalate your complaint to a supervisory or management staff.

If you are still unsatisfied with how your complaint was handled by supervisory or management staff, 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 24-Hour Respite Site
- Keep all documents relating to your complaint
- Please make your complaints in a respectful manner

Toronto Shelter and Support Services

Addresses complaints about 24-Hour Respite Sites
416-392-8741
Homeless.Support@toronto.ca

Ombudsman Toronto

Addresses complaints about City services as an office of last resort
416-392-7062
TTY 416-392-7100
ombuds@toronto.ca

