

HOW TO MAKE A COMPLAINT

Ask a staff member to explain how to make a complaint or ask for a copy of the complaints policy or process for the 24-Hour Respite Site.

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 the process and try to resolve your complaint with the help of 24-Hour Respite Site 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. You can also ask to speak to the Complaints lead, including for complaints related to anti-Black racism.

3 Follow-up

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.

4 Escalation Process

If you are not satisfied with the outcome or how your complaint was handled by the 24-Hour Respite Site, contact Toronto Shelter and Support Services (TSSS) for further assistance at 416-392-8741, Homeless.Support@toronto.ca.

If, after following all of the above steps, you remain unsatisfied with how your complaint was addressed by the 24-Hour Respite Site and TSSS, you can contact the Ombudsman Toronto at 416-392-7062 (TTY 416-392-7100), ombuds@toronto.ca.

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 complaint in a respectful manner

