

# Habka Cabbashada Dagganaha

Haddii aad qabtid su'aalo ku saabsan adeegga ama sida uu u dhaqmo qof aad macaruuf tahiin, waxaad la xariiri kartaa Kooxda Xallinta (Solutions Team) ee laga helo Guriyeynta Bulshada Toronto (Toronto Community Housing). Kooxda Xallinta (Solutions Team) waxay maamushaa habka ashtakooyinka TCHC, waxay si degdeg uga shaqeysa ashtakooyinka dagganaha si cadaalad ah, hab wanaagsan oo la arki karo.

## Qeybaha ashtakada caadiga

Dabeecadda Ka Soo Horjeedo Bulshada



Kululeynta/qaboojinta



Wiishyada



Dayactirka



Biyo Gelinta



## Saddaxda maraxalad ay maraan ashtakooyinka

### 1. Warbixinta

Si aad u soo sheegtid ashtakadaada ama arrimaha aad qabtid, la xariir Kooxdena Xallinta (Solutions Team) oo laga helo [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca) ama 416-981-6000.



## 2. Baaritaanka

Muddo hal maalin la shaqeeyo gudaheeda, Kooxda Xallinta (Solution Team) waxay aqoonsan doontaa ashtakadaada kaddibna xaqiijin doontaa nambarka EasyTrac ee la siiyay ashtakadaada. Kaddibna waxay bilaabi doonaan in ay baaraan.



## 3. Go'aanka

Muddo todobada maalin la shaqeeyo gudahooda, Kooxda Xallinta (Solutions Team) waxay qoraal ahaan sharixi doontaa waxa la sameyay si loo xalliyo ashtakadaada. Haddii xallintaada ashtakooyinka qaadan doonto in ka badan todobo maalin, kooxda Xallinta (Solutions Team) waxay bixin doontaa wararkii ugu dambeyay.



Haddii aad qilaafsan tahay go'aanka Kooxda Xallinta (Solutions Team), waxaad haysataa fursad aad kula xariirtid Cabbashada Toronto (Ombudsman Toronto) adiga oo email u dira [ombudsman@toronto.ca](mailto:ombudsman@toronto.ca) ama waca **416-392-7062**.

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# Sidee ayay Kooxda Xallinta (Solutions Team) uga duwan tahay Xarunta Daryeelka Macaamilka (Client Care Centre) ama dhismaha shaqaalaha?

Xarunta Daryeelka Macaamilka (Client Care Centre), iyo xafiisyada gobolka iyo goobaha adeegga deegaanka, waxay halkaas u joogaan in ay adiga kaa kaalmeyaan arrimaha maamulka aad qabtid iyo hagaajinta dayactirka.

Kooxda Xallinta (Solutions Team) waxay mas'uul ka tahay maamulka arrimaha aan la xallinin ee horay ay u soo sheegeen dagganeyaasha.

Dagganeyaasha waxay heli karaan habka ashtakooyinka haddii ay dareensan yahiin in xariirka caadiga ee ka dhaca dagganeyaasha iyo shaqaalaha buuxinin baahidooda ama wax kama qabanin arrintooda.

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## Soo gudbinta wararka wanaagsan

Haddii aad ku faraxsan wada hadalka aad la yeelatay shaqaalaha TCHC, aadna rabtid in aad ammaantid adeegga, waxaad kaloo u soo diri kartaa Kooxda Xallinta (Solutions Team).

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## Macluumaadka Xariirinta

Kooxda xallinta

**416-981-6000** ama **solutions@torontohousing.ca**

Foomka bogga internetka iyo internetka:

**[torontohousing.ca/complaints](https://torontohousing.ca/complaints)**

Si aad u codsatid in buuggaan laguugu siiyo qaabka la adeegsan karo ama si aad u heshid nuqul la soo tarjumay, fadlan la xariir **416-981-5500** ama **help@torontohousing.ca**.