

Toronto Community
Housing Corporation
931 Yonge Street
Toronto, Ontario
M4W 2H2



Legal Services
Tel: (416) 981-5500
Fax: (416) 981-4294
torontohousing.ca

[FORM 2] TENANT HUMAN RIGHTS COMPLAINT – REQUEST FOR RECONSIDERATION

This form must be submitted to Toronto Community Housing (TCHC) within 30 days of receiving the decision letter related to your initial complaint.

Please refer to **Section 3** of this form and/or the [Interim Tenant Human Rights Complaint Procedure Tenant Guide \(PDF\)](#) for information on how to submit this form once completed, or who to contact if you have any questions.

Section 1: Your information	
Your name:	Your address:
Your telephone number:	Is it okay for TCHC to leave a voicemail at this number? <input type="checkbox"/> Yes <input type="checkbox"/> No
Your email address:	Complaint reference number:
Section 2: Complete ONLY if you are beyond the 30 day deadline for reconsideration	
As noted above, you <u>must</u> submit this Request for Reconsideration form within 30 days of receiving the decision letter related to your initial complaint. TCHC may allow late submissions if you were unable to submit this Reconsideration Request form on time:	

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- a) for reasons beyond your control; and/or
b) because of an accommodation need under a *Human Rights Code* protected ground.

If you are submitting this form **beyond the 30 day time limit**, please explain why below:

Section 3: Grounds for your reconsideration request

There are two reasons that you can request reconsideration of the resolution of your complaint. Please indicate which one applies below.

- You have new and relevant information (i.e. information that was not contained in your initial complaint).

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TCHC made a serious error in procedural fairness, or in considering the evidence related to your initial complaint, and this affected the resolution of your complaint.

For more information about what is “new and relevant information” or what makes a “serious error in procedural fairness” please refer to the [Interim Tenant Human Rights Complaint Procedure Tenant Guide \(PDF\)](#).

Please provide **further details** (For example: what new information do you have? What procedural error you believe that TCHC made in considering your initial complaint?)

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Are there any **other details** you think are important to your reconsideration request? If yes, please include them below.

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Section 4: Instructions for submission

Once you have completed this form, please submit it to the TCHC Human Rights Division in one of the following ways:

By email: HumanRights@torontohousing.ca

In person:

You may submit this form to your Tenant Service Hub. If you do not know where your tenant service hub office is, please contact the Client Care Centre at **416-981-5500** or help@torontohousing.ca.

Assistance completing form:

If you have any questions or need assistance filling out this form, please contact your Tenant Services Coordinator or Supervisor, Tenancy Management.

More information about TCHC's Human Rights Complaint policy and procedure can be found at torontohousing.ca/human-rights.

Section 5: For office use only

Date reconsideration request received:

Day	Month	Year

Received by (name):

HOMES Reference No.: