

## How is the Solutions team different from the Client Care Centre or building staff?

The Client Care Centre, along with the regional offices and local service hubs, are there to help you with administrative concerns and maintenance repairs.

The Solutions team is responsible for managing unresolved issues that have been previously reported by tenants.

The complaints process is available to tenants if they feel that the normal interactions that occur between tenants and staff have not met their needs or addressed their issue.

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## Submitting positive feedback

If you are pleased with an interaction you had with TCHC staff and would like to submit a compliment about the service, you can also send it to the Solutions team.

## Contact information

Solutions team  
416-981-6000 or [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca)

Website and online form:  
[torontohousing.ca/complaints](https://torontohousing.ca/complaints)

To request this brochure in an accessible format or for a translated version, please contact  
416-981-5500 or [help@torontohousing.ca](mailto:help@torontohousing.ca).



# Tenant Complaints Process



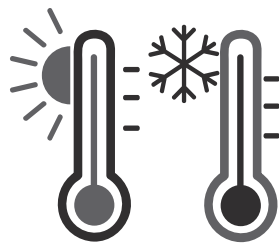
If you have a complaint about service or the conduct of a fellow tenant, you can contact the Solutions team at Toronto Community Housing.

The Solutions team manages TCHC's complaints process, working to quickly resolve tenant complaints in a fair, efficient and transparent manner.

## Common complaint categories



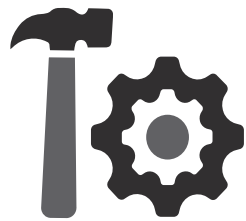
**Anti-social behaviour**



**Heating/cooling**



**Elevators**



**Maintenance**



**Plumbing**

# The three stages of the complaints process

## 1. Report



To report your complaint or concern, contact our Solutions team at [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca) or **416-981-6000**.

## 2. Investigation



Within one business day, the Solutions team will acknowledge your complaint and confirm the EasyTrac number assigned to your complaint. Then they'll start to investigate.

## 3. Resolution



Within seven business days the Solutions team will explain in writing what's been done to resolve your complaint. If resolving your complaint will take longer than seven days, the Solutions team will provide an update.

If you disagree with the Solutions team's decision, you have the option of contacting Ombudsman Toronto by emailing [ombudsman@toronto.ca](mailto:ombudsman@toronto.ca) or by calling **416-392-7062**.