

Tenant complaints process

Tenant Q&A | August 2020

Toronto Community Housing strives to deliver a positive tenant experience in alignment with the principles of the Tenant Charter and the Shareholder Direction. We review and investigate all complaints as outlined in our policies and procedures.

We have created the Solutions team (formerly known as Tenant Relations) to administer the Tenant Complaints process and the Complaints Policy. The Solutions team works with the regional offices and Operations Division staff to look into complaints and identify resolutions.

How does the complaints process work?

There are three stages to the Tenant Complaints process:

1. **Report:** You can report any complaints or concerns with a service request to the Solutions team at solutions@torontohousing.ca or **416-981-6000**. You can also visit torontohousing.ca/complaints to submit an online form.
2. **Investigation:** Within one business day, the Solutions team will acknowledge your complaint and confirm the EasyTrac number assigned to your complaint. They will then start to investigate.
3. **Resolution:** Within seven business days, the Solutions team will explain in writing what has been done to resolve the complaint. If resolving the complaint will take longer than seven business days, the Solutions team will provide you with an update.

What can I contact Solutions about?

You can contact the Solutions team to report a complaint. A complaint is different from a service or maintenance request or an administrative inquiry. Service requests or other inquiries related to your building, unit or community should first be directed to the staff at the local

office or the Client Care Centre. Our Client Care Centre can be reached 24 hours a day, 7 days a week by calling **416-981-5500** or sending an email to help@torontohousing.ca. Your service request will be directed to appropriate staff who will attempt to resolve it within five business days.

If you are unable to get a resolution within five business days from when you reported the issue or if you are unsatisfied with the response/service you received, **you can then file a complaint with the Solutions Team.**

If you have been part of a positive interaction with staff, you can submit this feedback to the Solutions team as well.

When is this team available?

Complaint Resolutions Specialists on the Solutions team are available to support tenants Monday to Friday, from 9 a.m. to 5 p.m.

If you call or email afterhours, or leave a message during working hours, a member of the team will respond within one business day to confirm they have received your complaint.

Tenants are always told to contact the Client Care Centre if they have issues. 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, remain available to tenants for help related to administrative concerns and maintenance repairs in our communities.

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.

What happens if I disagree with the decision made by the Solutions team?

Decisions made by the Solutions team are considered final. However, if you disagree with the decision, you can contact Ombudsman Toronto at ombudsman@toronto.ca or **416-392-7062**.

More information

If you have questions about the Tenant Complaints process, you can contact the Solutions team by emailing solutions@torontohousing.ca or by calling **416-981-6000**. You can also visit torontohousing.ca/complaints for more information or to submit a feedback form online.
