

# Solutions: working to resolve complaints

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

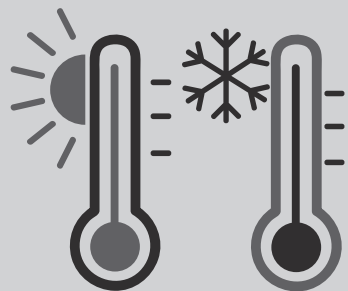
The Solutions team manages TCHC's complaints process, working to quickly resolve tenant complaints in a fair, efficient and transparent manner.



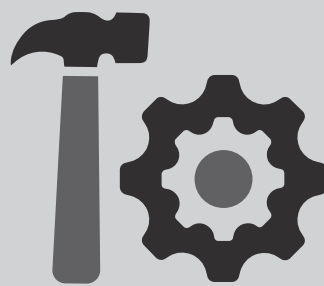
## Common complaint categories:



Anti-social  
behaviour



Heating/cooling



Maintenance



Elevators



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 service request. 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 tell you.

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**.

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



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