

Tenant complaints policy update

Tenant Q&A | August 2021

Toronto Community Housing Corporation (TCHC) is committed to providing a positive experience for our tenants and communities. To make sure that we are delivering that level of experience, we have consulted with tenants directly and we will be actively updating our complaints management policies and guidelines.

Part of this commitment includes more information about how tenants can access tenant services at TCHC and establish what standards and services they can expect.

How can I access tenant services at TCHC?

TCHC is committed to delivering responsive services that meets the diverse needs of our communities. We provide tenant services at multiple levels of our organization including:

- By our staff at each building
- At our Tenant Service Hubs (locations can be found at torontohousing.ca/TenantServiceHubs)
- Our Client Care team, 24/7 at **416-981-5500** or help@torontohousing.ca

If we are unable to resolve your service requests, or to share complaints or compliments, please call **416-981-6000** or email solutions@torontohousing.ca.

At all levels of service, TCHC is committed to a transparent, responsive and resolution-oriented process.

What are the updates to the complaints process at TCHC and how will they affect me?

TCHC is currently updating our Complaints policy and processes which will involve establishing clear service commitments to tenants. We are committed to resolving complaints in a responsive, transparent and accountable manner.

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 Client Care is unable to resolve your service requests, please contact Solutions at **416-981-6000** or email solutions@torontohousing.ca.

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

How do I contact the Solutions team?

If you have faced challenges with receiving tenant services, please report any complaints or concerns with an existing service request to the Solutions team at solutions@torontohousing.ca or **416-981-6000** or visit torontohousing.ca/complaints to submit an online form.

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 after hours, 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.

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 reference number assigned to your complaint. The complaint will be assigned to the first available Complaint Resolution Specialist who will begin to investigate.

3. Resolution: Within seven business days, the Solutions team will communicate 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.

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 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 their inquiries and/or service requests have not been resolved to their satisfaction.

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.

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