



Ombudsman  
Toronto



# What can Ombudsman Toronto do for you?

## What is an Ombudsman?

An Ombudsman investigates complaints from members of the public who believe they have been treated unfairly by or received unfair service from their government.

**Ombudsman Toronto is independent and impartial. Our work is confidential and free for everyone.**

## How can we help?

We hold the City of Toronto accountable by making sure it treats all people fairly.

We oversee all City divisions, and most City agencies, boards, and corporations.

We provide the City with clear and practical recommendations to resolve the complaint and improve its service in the future.

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