

How to Make a Complaint to Ombudsman Toronto



Contact the City

Raise your complaint directly with the City. Don't know where to go? Contact 3-1-1.



The City's Response

Take your complaint through the City's complaints process until you get its final answer.



Make Your Complaint

If the issue does not get resolved or you are not satisfied with the City's response, contact us.



We Will Contact You

Our team will contact you to better understand the issue.



Gathering Information

We will contact the City to gather more information, keeping you informed throughout the process.



Our Findings

We will determine if the City acted fairly, explain what we found, and tell you what we said to the City.