

OUR PROCESS

at Ombudsman Toronto



1

A Complaints Analyst will listen and ask questions to understand the complaint and whether it falls within our scope.

2

If it is outside of our scope or has not gone through the City's complaints process yet, they may refer the complaint back to the City.

3

If it is within our scope and has gone through the City's complaints process, they will ask for consent to contact the City to learn more.

4

The Complaints Analyst will then contact the City to ask questions and gather more information.

5

If the complaint is complex, an Investigator will take over the file. We will keep the complainant and the City informed throughout.

6

We will inform the complainant when we close the case. We will explain what we did, our findings, and anything we told the City.

7

After reviewing the case, the Investigator may determine that a formal investigation is needed.

8

If so, the Ombudsman will provide the City with a formal notice and we will launch the investigation.

9

An investigation team will begin gathering and analyzing all necessary evidence.

10

Once the investigation is complete, we will let the City and any complainants know.

11

We will then publish a report with our findings and any recommendations we have for the City. We may also share the report with the public.

12

We will monitor the City until we are satisfied that our recommendations have been successfully applied.