

Who Ombudsman Toronto Oversees

The City of Toronto's countless services and programs impact people's daily lives in myriad ways. So when there's unfairness in the City's services or administration, it can have a big impact.

Ombudsman Toronto oversees and investigates all City divisions, and almost all City agencies, boards, and corporations to make sure their systems are running smoothly and serving the public fairly.

Here is a small sample of the City services within their legal scope:

- Animal Services
- Building Permits
- By-law Enforcement
- Child Care
- City Insurance Claims
- Court Services
- Economic Development and Culture
- Electricity
- Emergency Management
- Employment and Social Services
- Engineering and Construction
- Fire Safety
- Garbage and Recycling
- Licensing and Standards
- Long-Term Care
- Paramedic Services
- Parking Ticket Disputes
- Parks, Forestry and Recreation
- Planning
- Property Standards
- Property Tax
- Public Health
- Roads, Sidewalks and Bike Lanes
- Seniors' Services
- Shelters
- Social Development
- Social Housing
- Transit
- Utility Bills
- Winter Maintenance

For a full list of who Ombudsman Toronto oversee, visit ombudsmantoronto.ca/Complaints/Before-You-Complain/Who-We-Oversee