

ELECTRONIC MAIL

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AUTHORITY

Ombudsman, Fiona Crean

PURPOSE

To ensure confidentiality with respect to a complaint, the Office will only respond to complaints by telephone, TTY or letter.

INTRODUCTION

E-mail is a recognized communication tool and used liberally in most sectors. Given the nature of the work in this office, e-mail correspondence has a limited application.

POLICY STATEMENT

Complainants may choose to communicate with the Office via e-mail however staff will not use that mode of communication except as it relates to setting up meetings or providing administrative information. The Office will not respond via e-mail to the contents of a complaint.

PROCEDURES

Correspondence sent to ombuds@toronto.ca will receive an automated response.

Staff receiving correspondence from complainants or respondents via e-mail should not respond using the reply button if there is content related to a file in the original e-mail. Staff must create a response message in a new window acknowledging receipt of the e-mail.