

## Why have an Ombudsman?

The City of Toronto created an Ombudsman to support transparent and open government.

The Ombudsman provides independent checks on government activities and represents the public's interest.

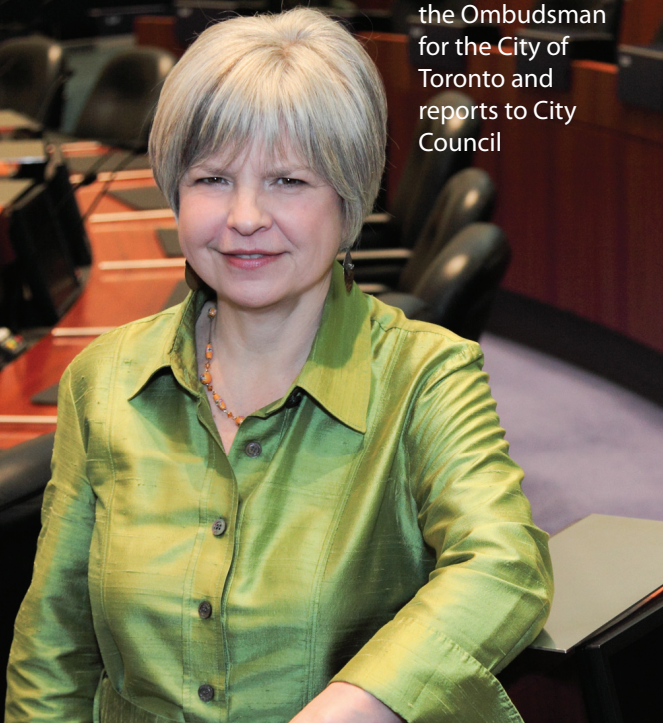
It is an opportunity to fix mistakes and improve the administration of City government.

The Ombudsman was created under the *City of Toronto Act*.

**ombudstoronto.ca**

## Who is the City of Toronto Ombudsman?

Fiona Crean is the Ombudsman for the City of Toronto and reports to City Council



# "We're listening!"

**ombudstoronto.ca**  
**416-392-7062**



*Office of the Ombudsman*  
• responsive and accountable •

*Office of the Ombudsman*  
• responsive and accountable •

## What is an Ombudsman?

The Ombudsman is an independent and impartial investigator of the public's complaints about the administration of City government, including its agencies, boards and commissions.

The Office addresses complaints about the service you are receiving from the City of Toronto, and investigates unfairness in the administration of city services.

We are an office of "last resort." That means you may file a complaint with us only after you have tried to have your complaint addressed by city staff.

## What can we do for you?

- We resolve issues by working with you and city staff.
- We find out who in the city can handle your problem and make a referral.
- We work informally and promote flexible approaches to dispute resolution.
- We conduct investigations.
- In all cases, we will let you know what's going on with your file.
- We also provide information and outreach to communities.

## What is my next step?

Ask yourself the following questions:

- **Is my complaint about a city service?**
- **Am I personally affected by my complaint?**
- **Have I first tried to resolve it with the responsible city department, agency, board or commission?**

If you answer "YES" to these questions, then it is time to contact us.

Before you contact us, you may check our website for tips on making an effective complaint.

If you are not sure, you may also contact us for information and clarification.

## How do I make a complaint?

All complaints to the Ombudsman are confidential and free of charge. You can complain by phone, by using our form on the website, by e-mail, letter, fax or in person.

### Contact us

Intake line..... 416-392-7062  
TTY..... 416-392-7100  
Fax..... 416-392-7067  
Website..... [ombudstoronto.ca](http://ombudstoronto.ca)  
E-mail..... [ombuds@toronto.ca](mailto:ombuds@toronto.ca)

Office of the Ombudsman  
City of Toronto  
112 Elizabeth Street, Ground Floor  
Toronto, Ontario M5G 1P5  
Office hours: 8:30 am – 5:00 pm, Mon – Fri

### Office of the Ombudsman

*We are committed to being responsive and accessible to you. Check our website for our customer service standards.*