

Making a Complaint

Toronto Building has procedures for receiving and handling complaints from people dissatisfied with service, actions or lack of action by a Toronto Building business unit or staff member. Complaints may be made verbally (in person or by telephone) or in writing (by mail, fax or email).

Toronto Building will manage complaints efficiently, fairly, effectively, and uniformly. Complainants are encouraged to first speak *directly* with the service area where you have an issue, in person or by telephone. Most complaints are received this way and resolved promptly. If you are not satisfied with how your verbal complaint is handled you may request to speak to the management in the service area. If you are still not satisfied you may submit a written complaint to Toronto Building.

On the following page is a form you may use to record and submit a complaint to Toronto Building. We make every effort to resolve them as quickly as possible.

Please note: There are separate rights of appeal or complaint processes for certain services provided by Toronto Building. We will advise you if a different complaint procedure applies.

Submitting a Complaint

By Email

Toronto Building complaints email address: talktobuilding@toronto.ca
Subject heading: TORONTO BUILDING COMPLAINTS

By Mail

Office of Chief Building Official
Toronto City Hall
100 Queen Street West
12th Floor, East Tower
Toronto, Ontario
M5H 2N2
ATTN: TORONTO BUILDING COMPLAINTS

By Telephone

Toronto Building Complaints phone number: 416-392-2855

In Person

To submit a complaint in person please visit one our four Customer Service office locations:

Toronto and East York District Toronto City Hall 100 Queen Street West 416-392-7539	North York District North York Civic Centre 5100 Yonge Street 416-395-7000	Etobicoke York District Etobicoke Civic Centre 2 Civic Centre Court 416-394-8002	Scarborough District Scarborough Civic Centre 150 Borough Drive 416-396-7526
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Toronto Building Complaint Form

Contact Information

First Name		Last Name	
Company Name (if applicable)			Telephone Number
Street Number	Street Name	Suite/Unit Number	Mobile Number
City/Town	Province	Postal Code	Fax Number
Email			

Preferred Method of Response

Please indicate how you would like us to contact you regarding your complaint.

- Standard mail at the above address
- Telephone Number
- Mobile Number
- Email

Submitting a Complaint on Behalf of Someone

The *Municipal Freedom of Information and Protection of Privacy Act* does not allow the City to collect information from you about a complaint that someone else has, unless we have the signed written consent of that other person. If you are representing someone (including a family member) as the agent or contact person you will need to have them complete the [Complaint representative consent form](#) and submit it with the complaint.

Name (First, Last) of Person Acting on Behalf of Complainant

Person to be Contacted (First, Last Name)

Continue on next page

Toronto Building Complaint Form

Details of Complaint

Note: Details required for the purpose of management review and corrective action

Service area/location of problem

Name (First, Last) of Staff person(s) involved, if known

Nature of Complaint

How would you like to see your complaint resolved?

Complainant's Signature

Date Complaint Submitted (yyyy-mm-dd)

For Office Use Only

Tracking Number

Toronto Building collects personal information on this form under legal authority of the Toronto Municipal Code, Chapter 169, Officials, City, Article I, City Manager, sections 169-1.1, 169-1.2, and 169-1.4. The information will be used to investigate the complaint and may be used for contact purposes. Questions about this collection can be directed to the Manager Customer Service & Issues Management, Office of the Chief Building Official and Executive Director, Toronto Building Division, City Hall, 100 Queen Street West, 12th Floor, East Tower, Toronto, Ontario, M5H 2N2 or by telephone at 416-392-2690.