

Toronto Arts Council - Complaints policy

Toronto Arts Council aims to be accessible, fair and equitable, open and transparent, accountable and responsive. In order to meet these aims, information on funding guidelines, review processes and recommendations is widely available and posted on the TAC web site.

If you have a complaint about the service you received from Toronto Arts Council, please complain directly to the staff responsible so they can clarify and correct the problem. Most complaints can be resolved quickly this way. If you are not satisfied with how your complaint has been addressed, you can direct your complaint as follows:

Complaints may be made verbally by telephone or written in an email or letter. Please provide the following information:

- Name
- Address
- Telephone number
- Email address
- Details of your complaint or suggestion
- Any action you would like us to take

By phone: call Andrew Suri, Director of Granting - 416-392-6802 ext 213

By email: feedback@torontoartscouncil.org

By mail:

Toronto Arts Council,
26 Grand Trunk Crescent, Suite 200, Toronto, ON M5J 3A9
ATTN: FEEDBACK / Andrew Suri

Timelines

It is the goal of TAC to resolve issues as quickly as possible. Your complaint or suggestion will be acknowledged within two working days.

Process

Complaints and suggestions about TAC grants programs, process, or staff will be reviewed by the Director of Granting.

If you are making a complaint and are not satisfied with the resolution provided by the Director of Granting, the complaint will be referred to the Director & CEO.

If you are not satisfied with the resolution provided by the Director & CEO, you may contact the City of Toronto Office of the Ombudsman: <http://www.toronto.ca/ombudstoronto/>.

Complaints about TAC-funded organizations should be made directly to the organization. If the organization has not responded to your complaint, you may use the process outlined above to register a complaint with TAC. TAC staff will then assist you to ensure that you receive a response from the organization.

Notice of Resolution

Once a complaint or suggestion has been reviewed and resolution has been completed, you will be notified of the results and any actions taken. If the complaint or suggestion was submitted verbally, then the resolution will be communicated verbally; if the complaint was submitted in writing, the resolution will be communicated in writing.