

Toronto Arts Council - Complaints Policy

Toronto Arts Council aims to be accessible, equitable, transparent, accountable and responsive. To meet these aims, information about grant program guidelines, granting assessment processes and open data about successful grant recipients is posted on the TAC website.

If you have a complaint about the service you received from Toronto Arts Council, please contact 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 outlined below.

Complaints may be made by phone or e-mail to:

Rupal Shah
Director, Policy & Programs
416.392.6802 x211
rupal@torontoarts.org

Please provide the following information:

Name:
Address:
Phone:
Email:
Details of your complaint:
Any action you would like us to take:

Timelines

It is the goal of TAC to resolve issues as quickly as possible. Your complaint will be acknowledged within two working days. If you are making a complaint and are not satisfied with the resolution provided by the Director, Policy & Programs, 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

Complaints about TAC-funded organizations should be made directly to the organization. If you have not received a satisfactory resolution to your complaint, you may contact the Program Manager of the grant program from which the organization receives funding, or the Director, Policy and Programs.

Toronto Arts Council is not able to investigate complaints, but we will contact the organization to reiterate their responsibilities under the Ontario Human Rights Code, the Occupational Health and Safety Act, the Employment Standards Act, the Accessibility for Ontarians with Disabilities Act, the Criminal Code of Canada and the Charter of Rights and Freedoms. TAC will also communicate with the organization to ensure that their Harassment and Discrimination

policies are up to date. TAC will not disclose the name of the person making the complaint without their consent.

Notice of Resolution

Once a complaint has been reviewed and TAC has contacted the organization, 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.