

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 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 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/>.

Complains about TAC clients

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. TAC staff will then follow up with the organization.

Notice of Resolution

Once a complaint has been reviewed and a 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.