

# What is an Ombudsman?

An Ombudsman investigates complaints from members of the public who believe they have been treated unfairly by or received unfair service from their government.

**Ombudsman Toronto is independent and impartial. Our work is confidential and free for everyone.**



Ombudsman  
Toronto

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**Ombudsman  
Toronto**

**We hold the City of Toronto accountable to make sure it treats all people fairly.**





## Meet your Ombudsman

Kwame Addo is Toronto's Ombudsman. He and his team stand up for fairness, working to keep the City accountable to the people it serves.

Ombudsman Addo believes that everyone deserves fair treatment from their local government and has the right to speak up if they don't get it.

## How to Make a Complaint

### 1 Contact the City

Raise your complaint directly with the City. Don't know where to go? Contact 3-1-1.

### 2 The City's Response

Take your complaint through the City's complaints process until you get its final answer.

### 3 Make Your Complaint

If the issue does not get resolved or you are not satisfied with the City's response, contact us.

### 4 We Will Contact You

Our team will contact you to better understand the issue.

### 5 Gathering Information

We will contact the City to gather more information, keeping you informed throughout the process.

### 6 Our Findings

We will determine if the City acted fairly, explain what we found, and tell you what we said to the City.

## How can we help?

At Ombudsman Toronto, we:

- Hold the City of Toronto administration accountable by making sure it serves people fairly.
- Oversee all City divisions, and most City agencies, boards, and corporations.
- Provide the City with clear recommendations to resolve the complaint and improve its service in the future.

