



Tenant Human Rights Complaint Tracking

2024

Reporting period:

**February 1, 2024 to
December 31, 2024**

torontohousing.ca/human-rights

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Background

In **June 2023**, the Ombudsman Toronto published *An Investigation into Toronto Community Housing Corporation's Tenant Human Rights Complaints Process*. This report made recommendations about how Toronto Community Housing (TCHC) could improve how we manage tenant human rights complaints. The recommendations included many of the improvements TCHC had already planned as part of our larger human rights project.



The Ombudsman also required TCHC to put into place an interim procedure to manage tenant human rights complaints while we finish the full review of our human rights system.

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About the procedure

In **February 2024**, we introduced the new Interim Tenant Human Rights Complaint Procedure. The interim procedure sets out a process for tenants to make a complaint to TCHC when they believe they have not been treated in a way consistent with TCHC's obligations under the Human Rights Code.

This procedure was developed in discussion with the Ombudsman. We also held extensive tenant consultations in 2023 to get their feedback on how this procedure could better support them.

The interim procedure creates a centralized intake and resolution system for all human rights complaints at TCHC.

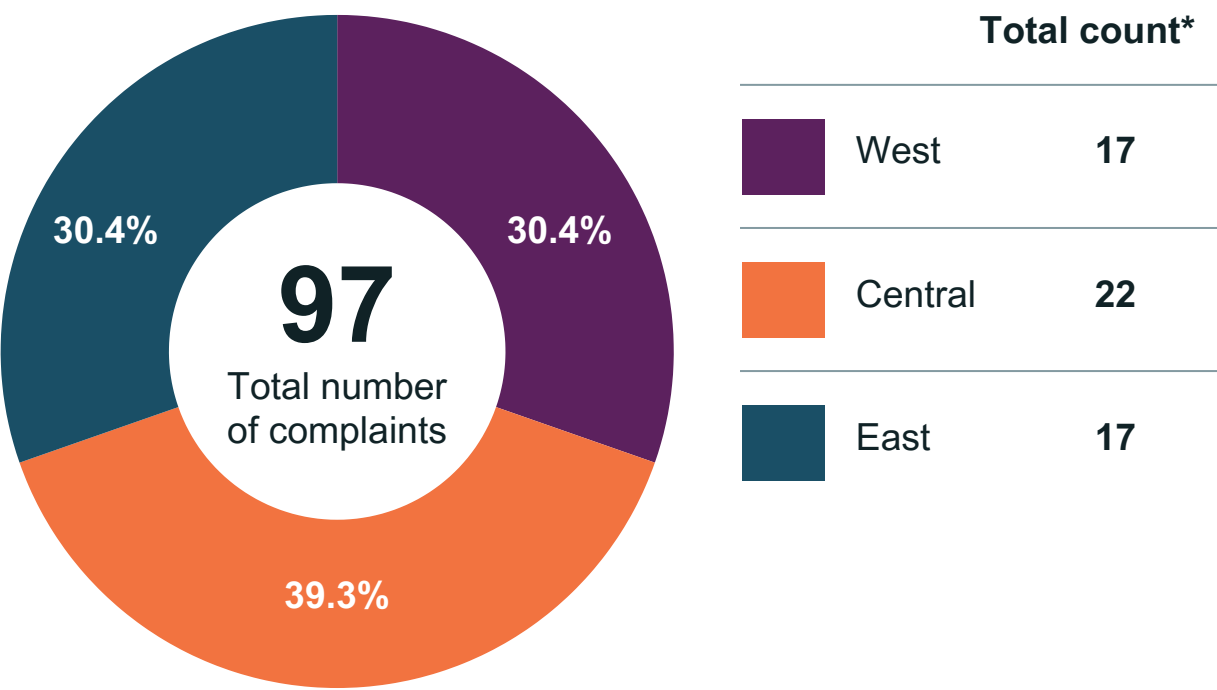
It applies to all TCHC tenants and protects them on the grounds of:

- citizenship
- race
- place of origin
- ethnic origin
- colour
- ancestry
- disability
- age
- creed
- sex/pregnancy
- family status
- marital status
- sexual orientation
- gender identity
- gender expression
- receipt of public assistance

This report covers tenant human rights complaint tracking since introducing the interim procedure.

General

This page reflects the total number of human rights complaints received during the reporting period from February 1, 2024 to December 31, 2024. It includes a breakdown of complaints by operating region.



Of the **97 total complaints** submitted during the reporting period:

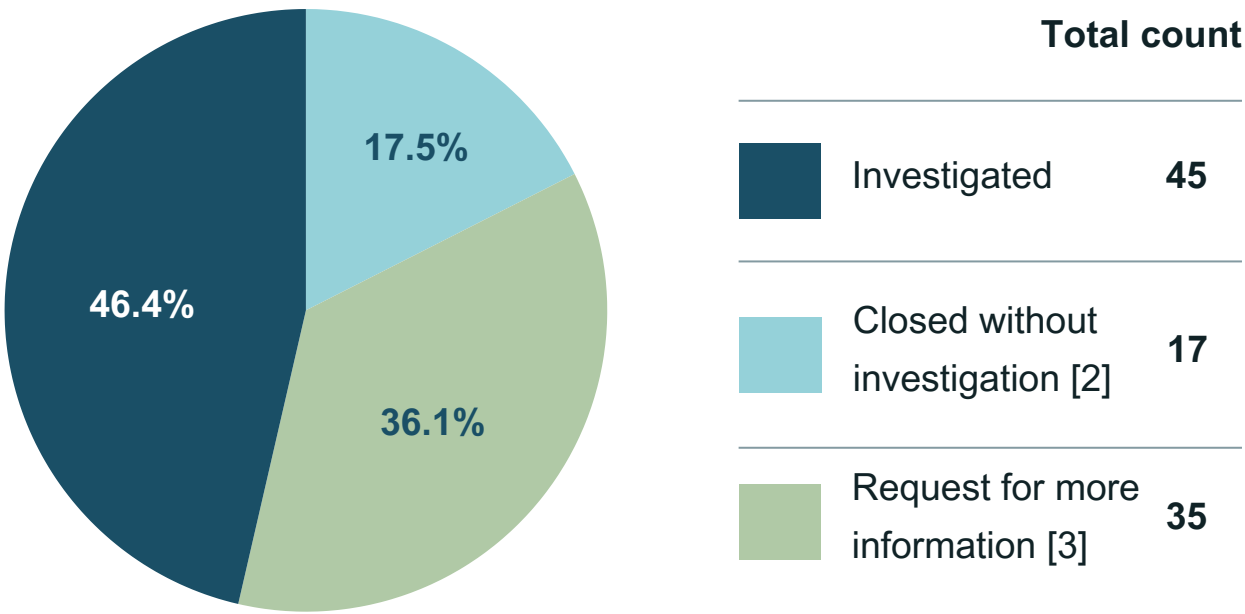
9 were substantiated complaints [1]

[1] The investigation found TCHC failed to meet its obligations to the tenant under the Human Rights Code.

* Staff began tracking complaints by region in May 2024 so not all complaints are included in regional data.

Initial intake

This page includes a breakdown of complaints received and how they were processed.



Of the 35 cases where **more information was requested**:

9 were investigated after the tenant responded to the request for info

26 were not investigated because the tenant did not respond

[2] The complaint either was not related to human rights or was not a complaint about TCHC, so the case was closed without an investigation.

[3] The complaint was or was possibly related to human rights but the tenant did not provide enough information in the complaint form for TCHC to investigate it.

Reviews

This page includes more information about reconsideration request outcomes.



Requests for
reconsideration

13



Investigated

5



Not investigated [4]

8



Error in initial decision

1

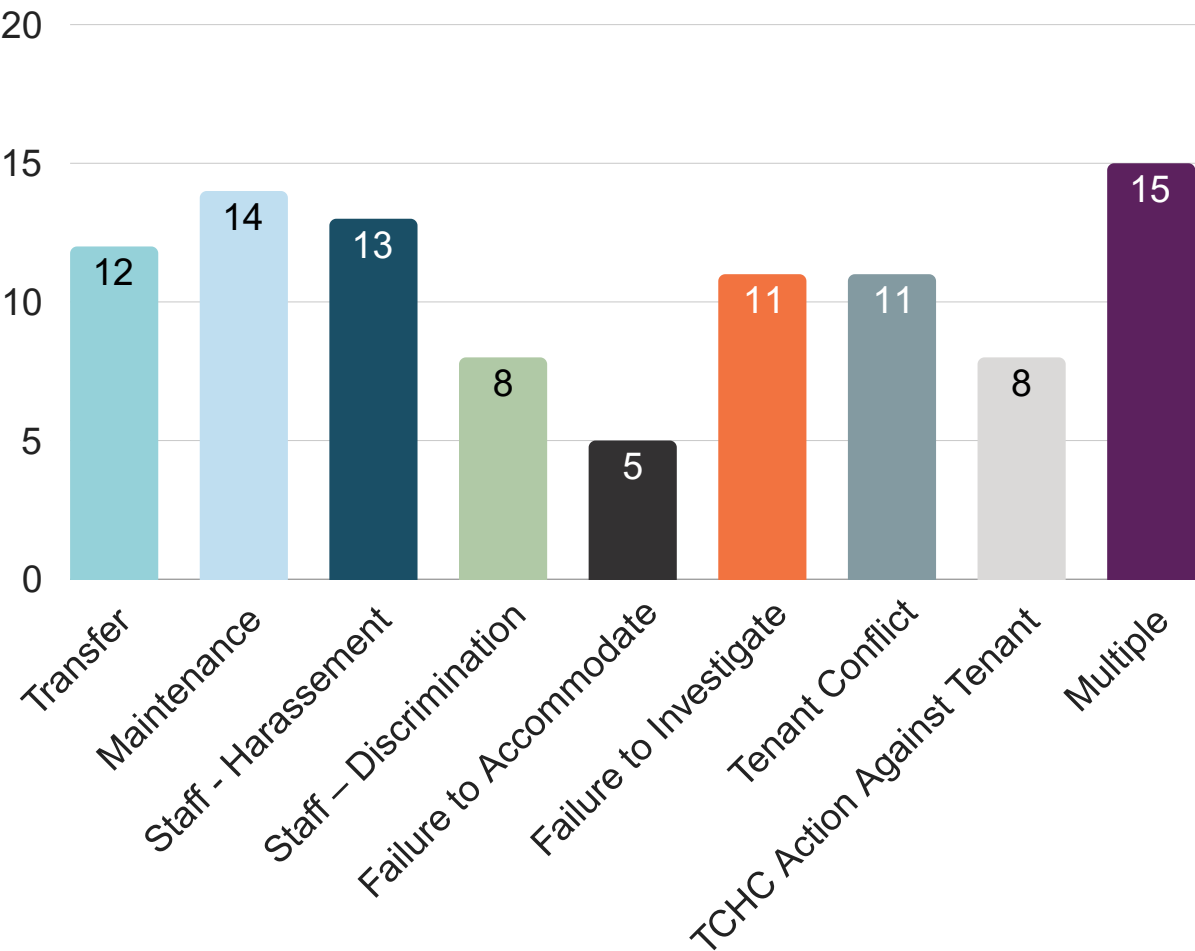


Repeat complaints

1

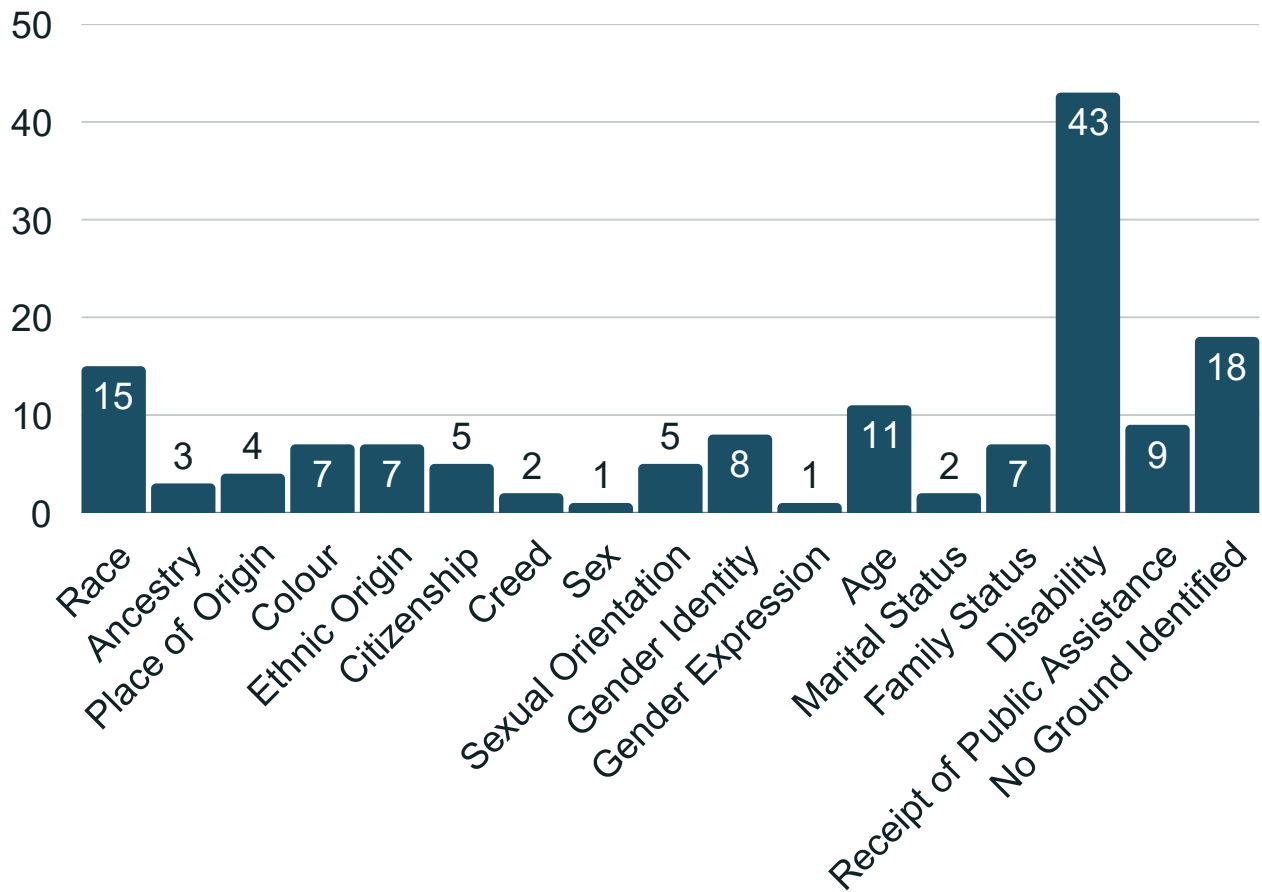
[4] Review requests are not investigated where they do not meet the criteria in the complaint procedure. This means they do not: a) raise new facts or evidence that were not included in the initial decision and may change the outcome of the complaint and/or b) raise a procedural fairness issue in the initial investigation.

Complaints by area of concern



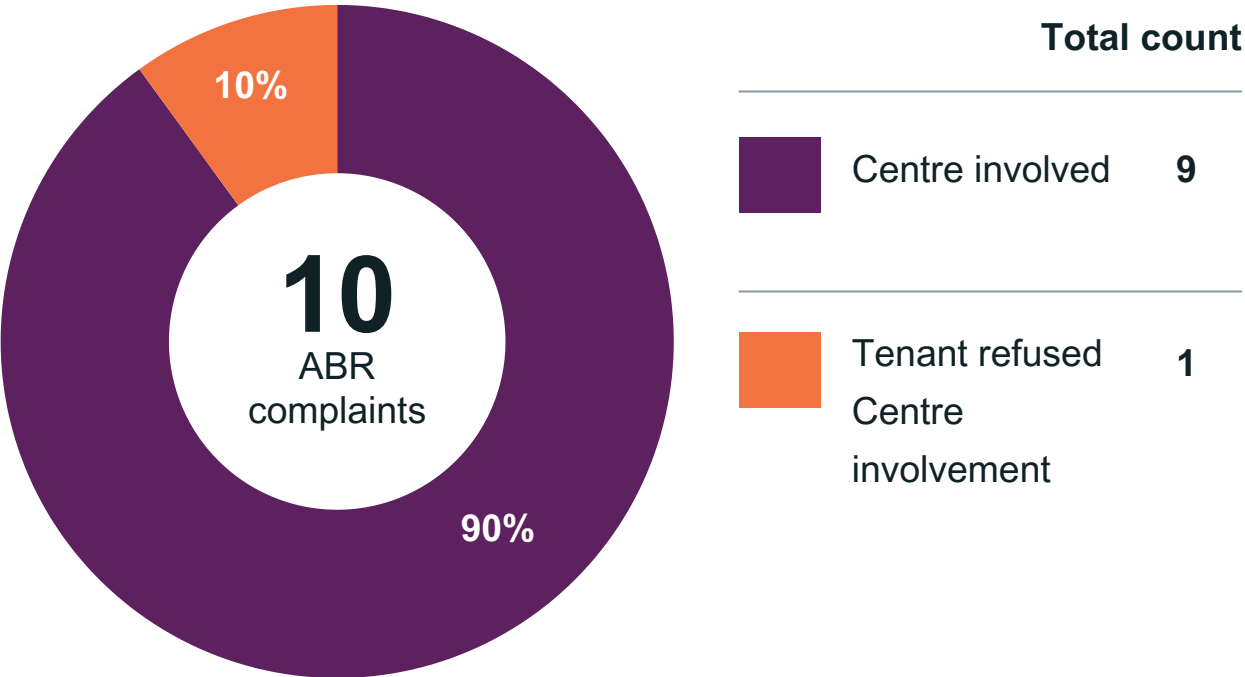
Complaints by code grounds

Below is the number of times each code ground was cited in a complaint. There are more code grounds than the number of complaints because some tenants listed multiple grounds.



Anti-Black racism

Here is a summary of human rights complaints where tenants reported Anti-Black racism. This page includes data on when The Centre for Advancing the Interests of Black People was involved in the investigation.





Next steps

Here are some of the steps we are taking to improve how we track and handle tenant human rights complaints.

More transparency. We will share regular updates on complaint trends and outcomes so tenants and staff know what is happening.

Support for tenants. We will make sure tenants understand how to report complaints and what to expect.

Ongoing improvements. We will regularly review the system to find and address issues.



Client Care Centre

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Website

torontohousing.ca/human-rights

**Contact us today with
your questions about
our Human Rights
Policies and Procedures.**