



Toronto
Community
Housing



Tenant Human Rights Complaint Tracking

2025

Reporting period:

**January 1, 2025 to
December 31, 2025**

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:

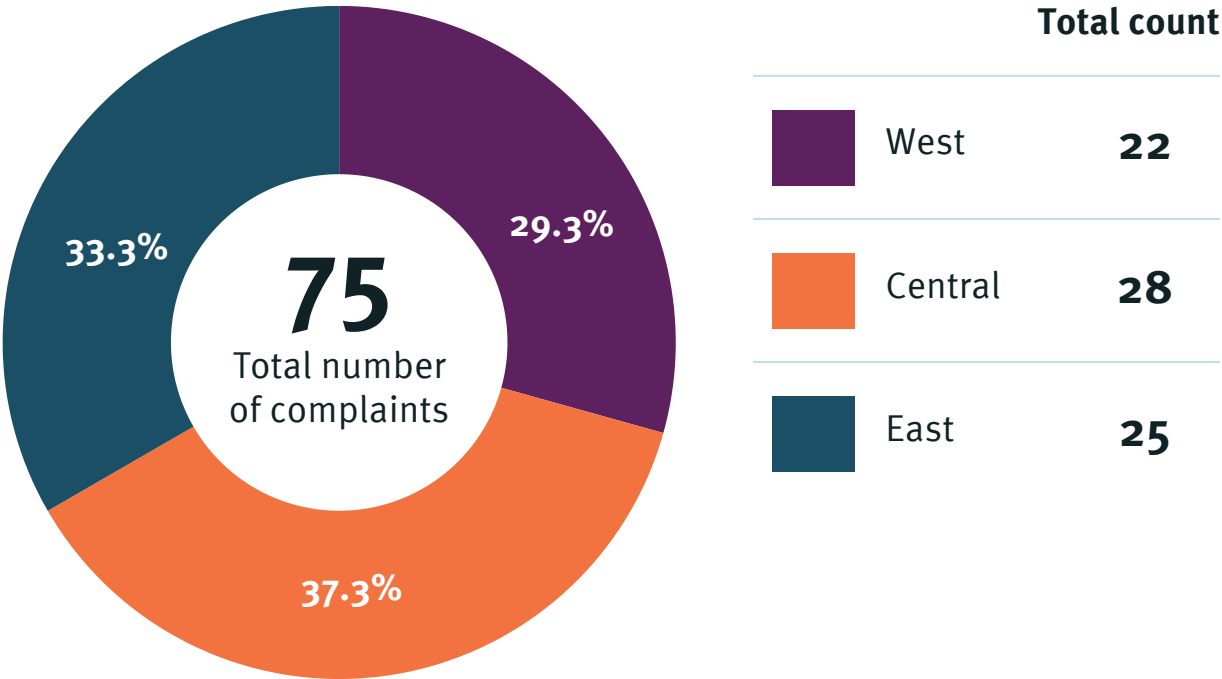
- citizenship
- race
- place of origin
- ethnic origin
- colour
- ancestry
- disability
- age
- creed
- sex/pregnancy
- family status
- marital status
- sexual orientation
- gender identity
- gender expression
- receipt of public assistance

This report covers tenant human rights complaint tracking for 2025.

We expect to launch the final Tenant Human Rights Complaint Procedure in **spring 2026**. At the same time, we will introduce several new human rights supports for both staff and tenants.

General

This page reflects the total number of human rights complaints received during the reporting period from January 1, 2025 to December 31, 2025. It includes a breakdown of complaints by operating region.



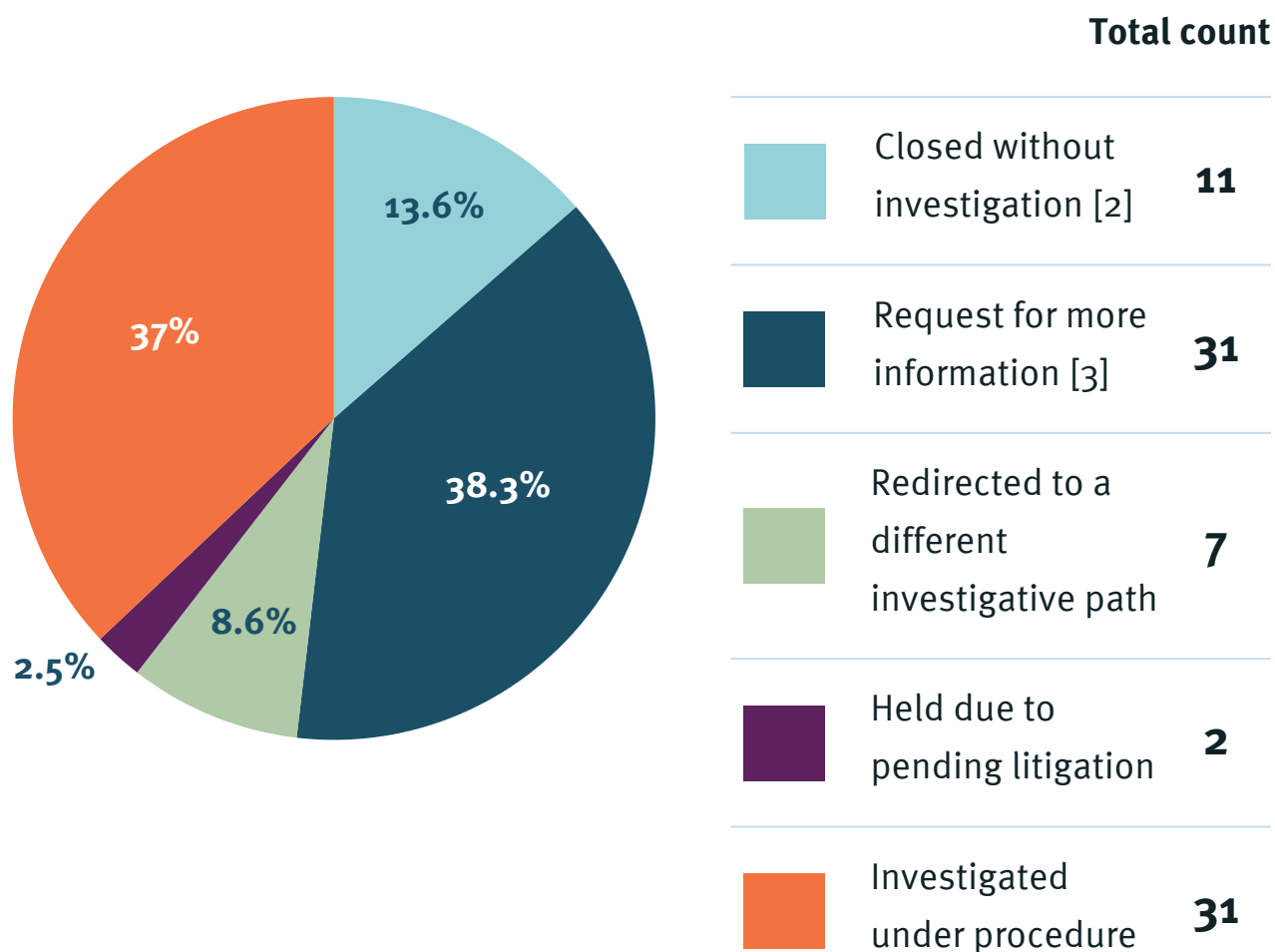
Of the 75 total complaints submitted during the reporting period:

10 were substantiated complaints [1]

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

Initial intake

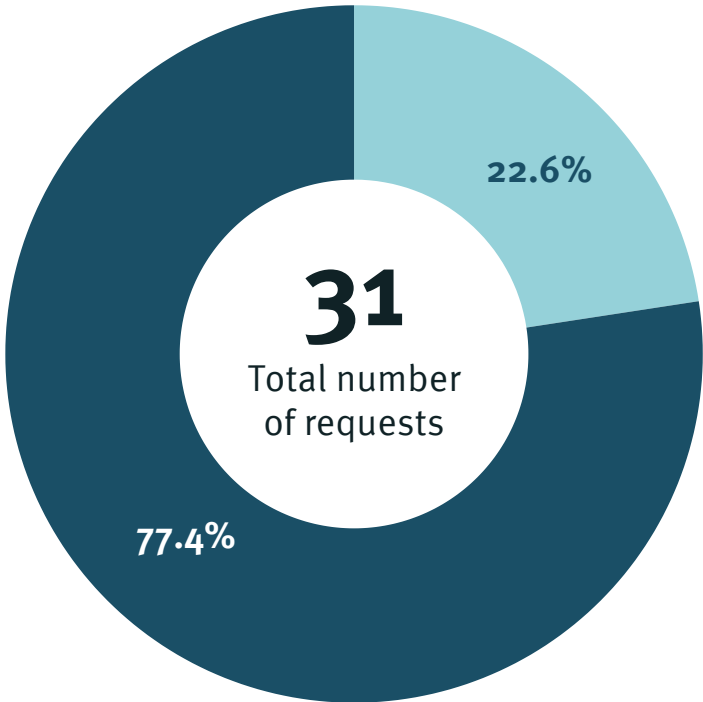
This page includes a breakdown of complaints received and how they were processed.



[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.

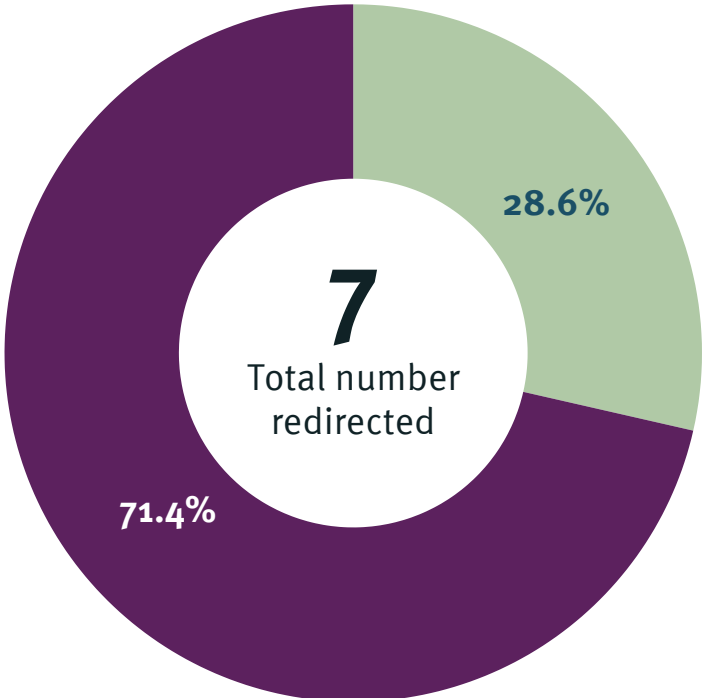
[3] The complaint was or was possibly related to human rights but the tenant did not provide enough information in the complaint form for TCHC to investigate it.

Requests for more information



	Total count
 Investigated after tenant responded to request for information	7
 Tenant did not respond to request for information	24

Redirected for investigation






Total count

	Referred to the Community Safety Unit (CSU)	2
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	Referred to the People and Culture division	5
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Reviews

This page includes more information about requests to review the initial complaint decision.

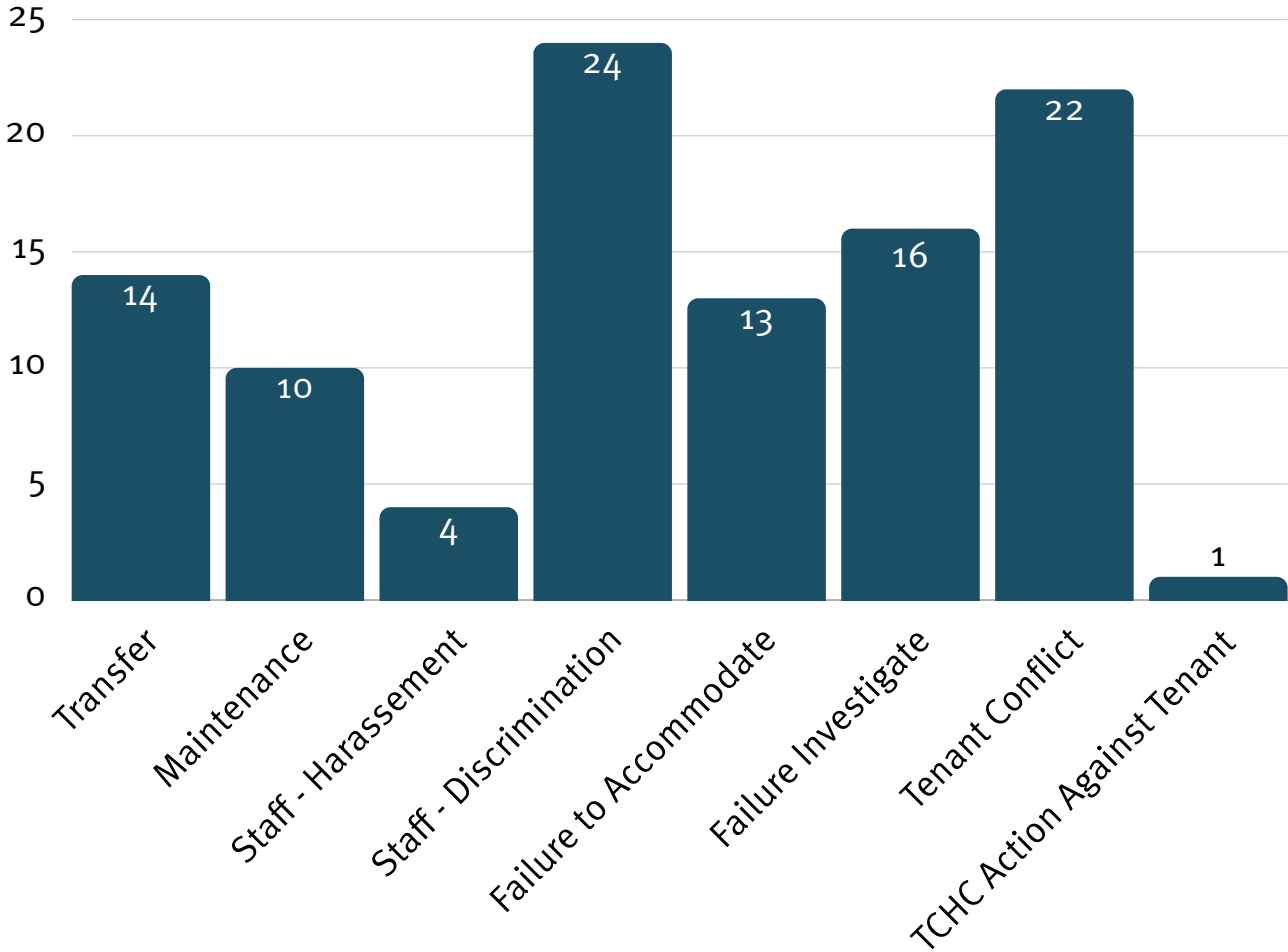
	Requests for review	5
	Investigated	1
	Not investigated [4]	4

Of the request for review that was investigated, **no error was found** in the initial decision.

[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.

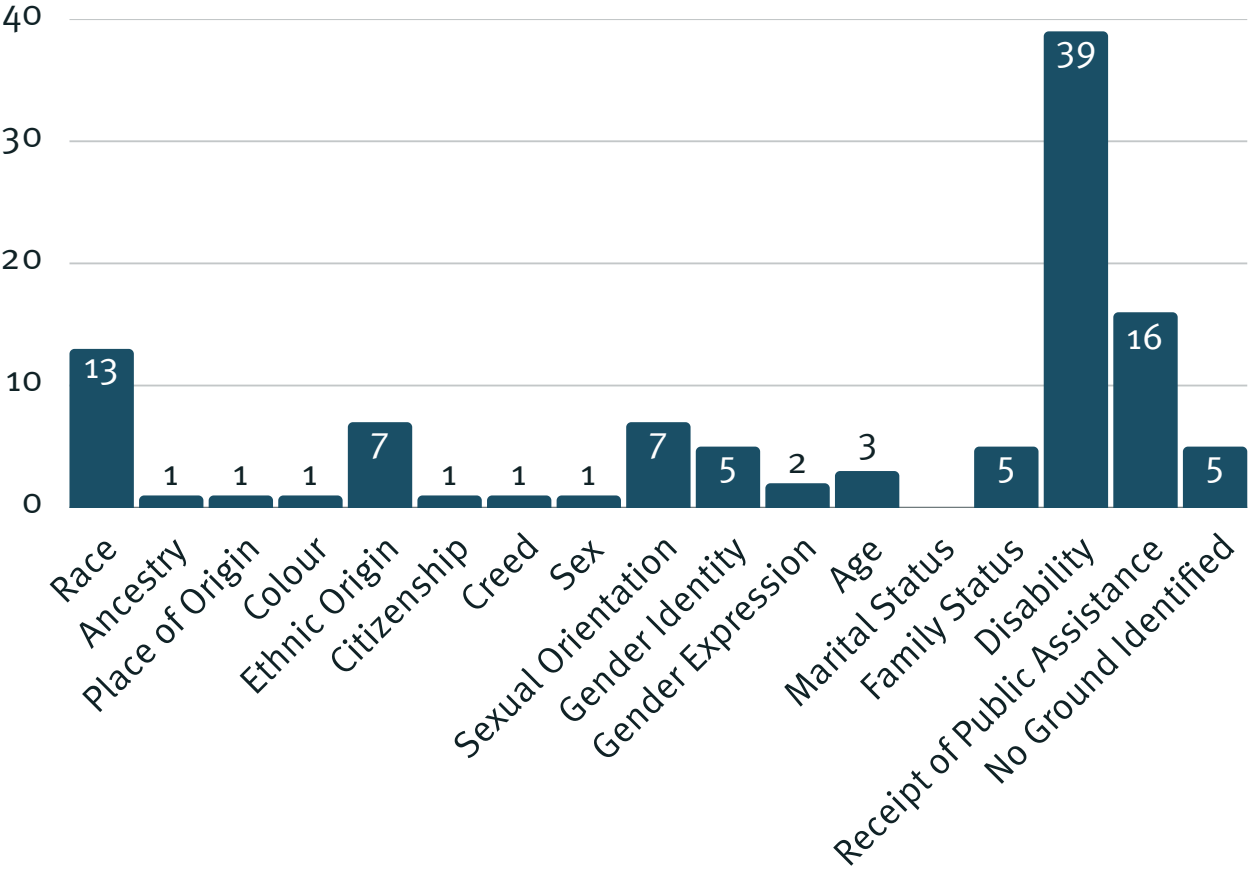
Complaint types

Below is a breakdown of complaint types. There are more complaint types than the number of complaints because some complaints fall under multiple areas.



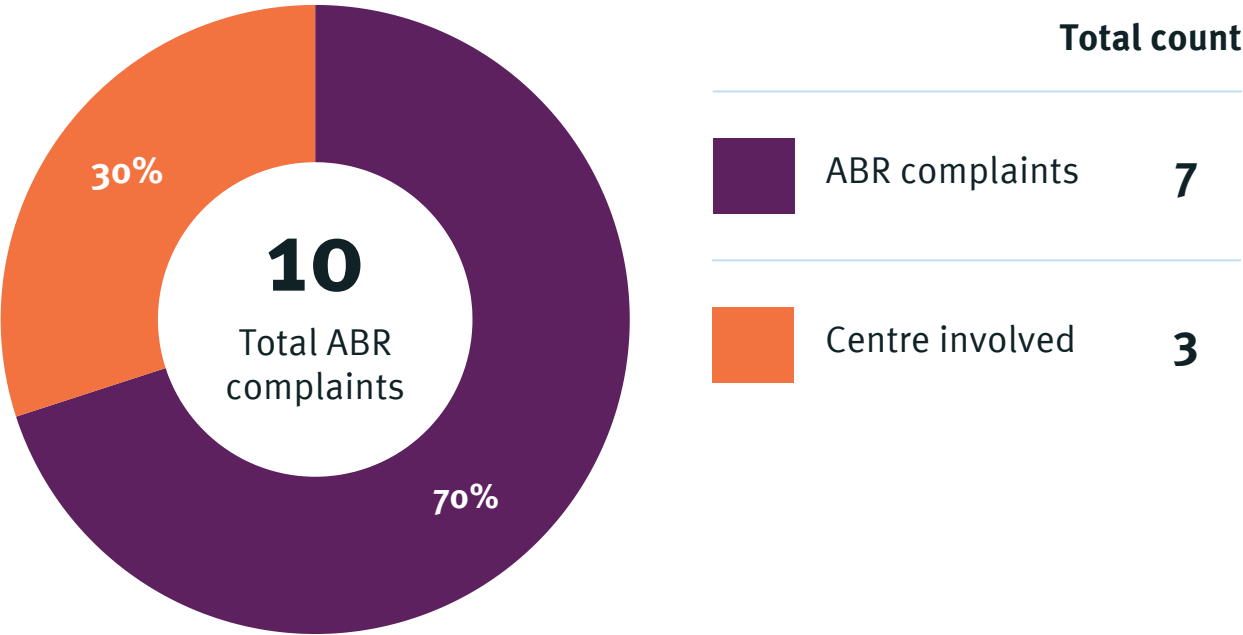
Human Rights Code Ground

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 (ABR). This page includes data on when The Centre for Advancing the Interests of Black People was involved in the investigation.



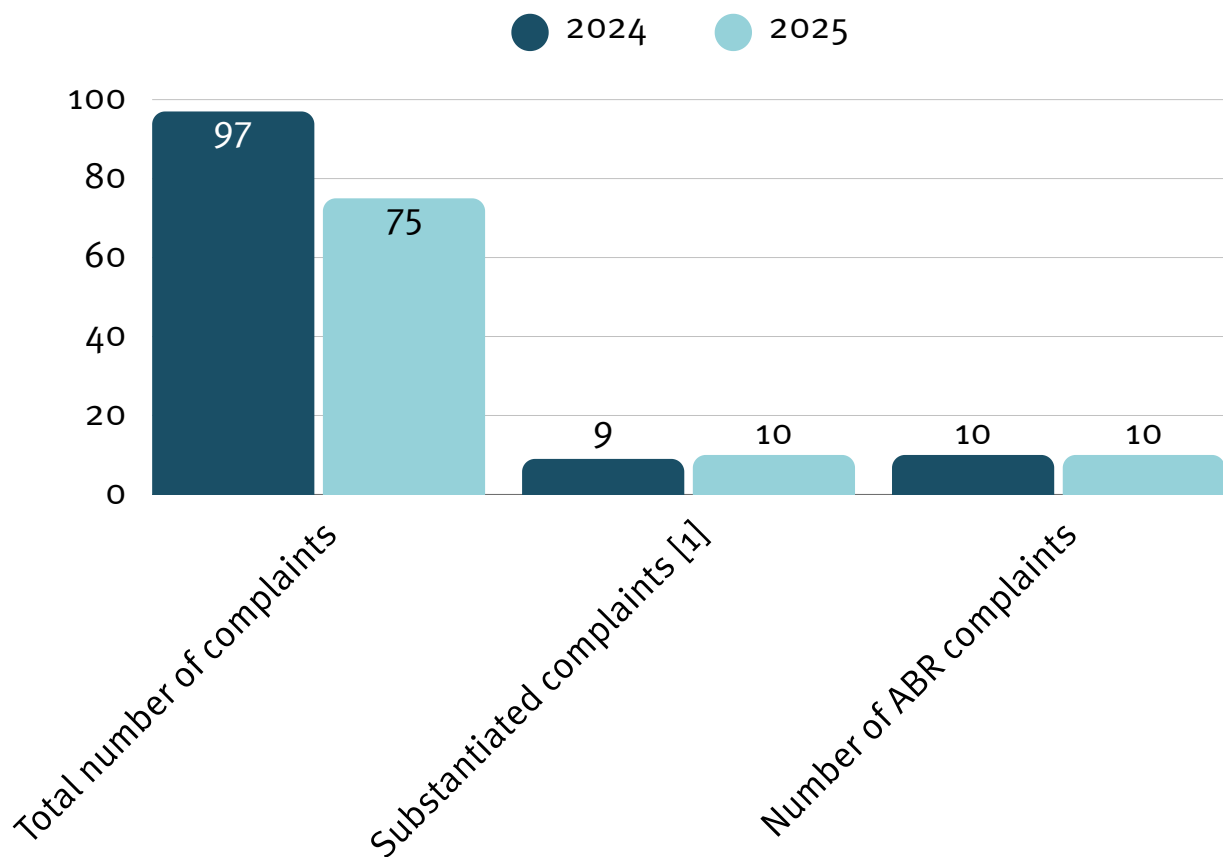
Of the ABR complaints, there were **zero tenants** who refused the Centre’s involvement in the investigation.

Compared to 2024

Overall complaint and intake numbers

The overall number of human rights complaints, and errors in initial decision have decreased. Substantiated complaints increased slightly, while the number of anti-Black racism complaints stayed the same.

The data from 2024 represents an 11 month reporting period. While the data from 2025 represents the entire year.

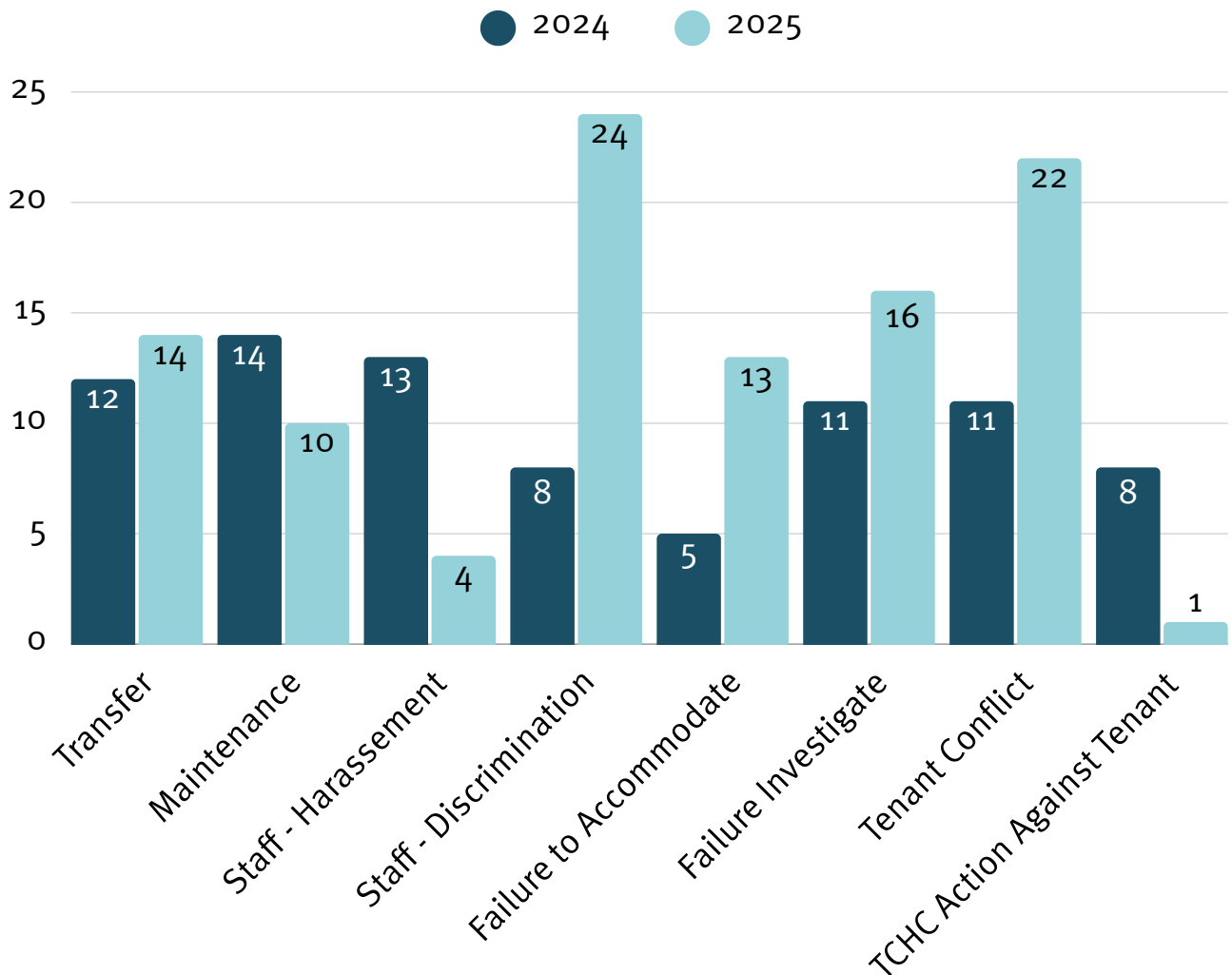


[1] The investigation found TCHC failed to meet its obligations to the tenant under the Human Rights Code.

Compared to 2024

Complaints by area of concern

Compared to 2024, there was a slight decrease in maintenance complaints. There was a significant decrease in staff harassment and TCHC action against tenant complaints. There was a slight increase in transfer and failure to investigate complaints, while there was a significant increase in staff discrimination, failure to accommodate, and tenant conflict complaints.



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 to keep tenants and staff up to date.

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.

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

Client Care Centre [**416-981-5500**](tel:416-981-5500)

Email [**HumanRights@torontohousing.ca**](mailto:HumanRights@torontohousing.ca)

Website [**torontohousing.ca/human-rights**](https://torontohousing.ca/human-rights)



Toronto Community Housing

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alternate language or format.



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