

Toronto Community
Housing Corporation
931 Yonge Street
Toronto, Ontario
M4W 2H2



Legal Services
Tel: **416-981-5500** (TRS 7-1-1)
Fax: **416-981-4294**
torontohousing.ca

Tenant Human Rights Complaint – Reconsideration Request Form

This form must be submitted to Toronto Community Housing (TCHC) within **30 days** of receiving the decision letter related to your initial complaint.

Please refer to **Section 4** of this form and/or the Tenant Human Rights Complaint Procedure Tenant Guide found at torontohousing.ca/human-rights/complaint for information on how to submit this form once completed. You'll also find contact details for who to contact if you have any questions.

Section 1: Your information	
Your name:	Your address:
Your telephone number:	Is it okay for TCHC to leave a voicemail at this number? ☐ Yes ☐ No
Your email address:	Complaint reference number:

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Section 2: Complete ONLY if you are beyond the 30-day deadline for reconsideration

As noted above, you must submit this Request for Reconsideration form **within 30 days** of receiving the decision letter related to your initial complaint. TCHC may allow late submissions if you were unable to submit this Reconsideration Request form on time:

- a) for reasons beyond your control; and/or
- b) because of an accommodation need under a *Human Rights Code* protected ground.

If you are submitting this form **beyond the 30-day time limit**, please explain why below:

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Section 3: Grounds for your reconsideration request

There are two reasons that you can request reconsideration of the resolution of your complaint. Please indicate which one applies below.

- ☐ You have new and relevant information (like information that was not contained in your initial complaint).
- ☐ TCHC made a serious error in procedural fairness, or in considering the evidence related to your initial complaint, and this affected the resolution of your complaint.

For more information about what is “new and relevant information” or what makes a “serious error in procedural fairness” please refer to the Tenant Human Rights Complaint Procedure Tenant Guide found at torontohousing.ca/human-rights/complaint.

Please provide **further details**. (For example: what new information do you have? What procedural error you believe that TCHC made in considering your initial complaint?)

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Are there any **other details** you think are important to your reconsideration request? If yes, please include them below.

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Section 4: Instructions for submission

Once you have completed this form, please submit it to the TCHC Human Rights Division in one of the following ways:

By email: HumanRights@torontohousing.ca

In person:

You may submit this form to your Tenant Service Hub. If you do not know where your tenant service hub office is, please contact the Client Care Centre at **416-981-5500** (TRS 7-1-1) or help@torontohousing.ca.

Assistance completing form:

If you have any questions or need assistance filling out this form, please contact your Tenant Services Coordinator or Supervisor, Tenancy Management.

More information about TCHC's Human Rights Complaint policy and procedure can be found at torontohousing.ca/human-rights/complaint.

Privacy notice – The personal information requested on this form is collected under the authority of the *Housing Services Act 2001*, the *Residential Tenancies Act 2006* and s. 28(2) of the *Municipal Freedom of Information and Protection of Privacy Act*. The information will be used and disclosed for the purpose of investigating your human rights complaint. If you have any questions about the collection of this information, please contact Toronto Community Housing's Information Specialist at 931 Yonge Street, Toronto, ON, M4W 2H2, or **416-981-5500** (TRS 7-1-1).

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Section 5: For office use only

Date reconsideration request received:

Day

Month

Year

Received by (name):

HOMES Reference No.: