Pay Equity Commission

Pay Equity Office

180 Dundas Street West
Suite 300
Toronto, ON M7A 2S6

Telephone: 416-314-1896
1-800-387-8813
TTY: 416-212-3991
1-855-253-8333
Facsimile: 416-314-8741

Website: www.payequity.gov.on.ca

Commission de l'équité salariale

Bureau de l'équité salariale

180, rue Dundas Ouest
Bureau 300
Toronto (Ontario) M7A 2S6

Téléphone : 416 314-1896
1 800 387-8813
ATS : 416 212-3991
1 855 253-8333
Télécopieur : 416 314-8741

Site Web : www.payequity.gov.on.ca

Feedback Process

In accordance with section 11 of the Integrated Accessibility Standards Regulation (IASR), the Pay Equity Office (PEO) encourages feedback about its accessibility, including customer service, its website, employment practices, procurement, etc.

Feedback can be submitted using an online form. This form may be found on the PEO website on the Contact Us page.

Feedback can also be made in writing, by telephone, TTY or email to:

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Toronto, ON M7A 2S6

Tel: 416-314-1896
Toll Free: 1-800-387-8813
TTY Toll Free: 1-855-253-8333
Fax: 416-314-8741
Email: AskPayEquity@ontario.ca

The Director or a delegate will review the customer feedback, investigate the situation, try to resolve it and provide a response within 14 business days of receiving the information.

Conclusion

The PEO will report publicly through our annual report about our progress on implementing this accessibility plan, our commitments to identify and remove barriers for persons with disabilities, and the steps we have taken to comply with the requirements of the IASR.

Public complaint policy

The PEO is committed to treating everyone involved in a complaint in a fair and respectful manner.

Use this document to make a complaint about our:

- quality of service,
- conduct of our staff or Commissioner
- operational policies and procedures, or the failure to apply them.

Things to think about before making a complaint

- Is the complaint about the PEO's quality of service, denial of service, or conduct of its staff or the Commissioner?
- Is the complaint about the PEO's policies and procedures or the failure of the PEO to apply its operational policies or procedures?
- Was the issue raised directly with the involved staff and/or staff's manager?
- Did you try to resolve the matter informally with the staff or manager?
- Any information you give us will be kept confidential except where it involves interactions with the involved staff.
- This Policy does not stop you from raising any concerns with the Ombudsman of Ontario.

How to make a complaint

Complaints about PEO Staff

1. Complaints about PEO staff should be directly raised with the involved staff member. The involved staff member and if required, their manager, will make every attempt to resolve the issue informally.
2. If the complaint is not resolved, you should:
   2.1. Fill out and submit an online form. Describe what happened, where and when it occurred and the names of any witnesses. Please suggest how you would like the complaint to be settled.
   2.2. If you need help writing the complaint, call the Director's Office at 416-314-1896.

3. The Director's Office will send you an acknowledgement letter within 3 business days of receiving the complaint. The letter will acknowledge receipt of the complaint and may ask for more information.
4. The Director or her representative will tell the involved staff person about the complaint and share all relevant documents, including the complaint, with the staff person.
5. The Director or her representative will investigate the complaint and attempt to resolve it within 14 business days from the date of the acknowledgement letter.
6. The Director or her representative may request the staff person or the manager to provide a written response to the complaint.
7. The Director or her representative will send you a written decision, including the reasons, within 14 business days of the acknowledgement letter. If the complaint involves a staff member, a copy of the decision will be given to the staff member.

Complaints about a PEO service, policy or operational procedure

1. If the complaint is about a PEO service, operational policy or procedure or the failure to apply an operational policy or procedure you should:
   1.1. Fill out and submit an online form. Describe the issue. Please suggest how you would like the complaint to be settled.
   1.2. If you need help writing the complaint, call the Director's Office at 416-314-1896.
2. The Director's Office will send you an acknowledgement letter within 3 business days of receiving the complaint. The letter may ask for more information.
3. The Director or her representative will investigate the complaint and attempt to resolve it within 14 business days from the date of the acknowledgement letter.
4. The Director or her representative will send you a written decision, including reasons within 14 business days from the date of the acknowledgement letter.
5. If you are satisfied with the Director's decision the complaint will be closed. If you are not satisfied with the decision, you can ask, in writing, that the Pay Equity Commissioner review the decision.
6. The Pay Equity Commissioner will review the matter. The Pay Equity Commissioner may:
   6.1. Discuss the complaint with the Director or her representative and try to resolve the complaint;
   6.2. Offer you an opportunity to provide more information or comments or take part in a conference call; and/or

6.3. Make a decision based upon the information received.

7. The Commissioner will send you their written decision.

Complaints about Director

Complaints about the Director should be sent to the Assistant Deputy Minister, Corporate Services & Chief Administrative Officer, Ministry of Labour, Immigration, Training and Skills Development.

Complaints about Pay Equity Commissioner

Complaints about Commissioner should be sent to the Assistant Deputy Minister, Corporate Services & Chief Administrative Officer, Ministry of Labour, Immigration, Training and Skills Development

Decision to not deal with a complaint

The Director or the Commissioner will not deal with a complaint if:

- You do not identify yourself or give us your address and telephone number;
- You do not reply if we ask for more information; or
- The matter has already been raised and addressed by the PEO.

Note: Complaints about Ontario Human Rights Code related discrimination by PEO staff or Commissioner or its policies and procedures will be dealt with according to the Ontario Public Service policies.

Alternative formats

Please contact the PEO describing the format you need.

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Fax: 416-314-8741
Email: AskPayEquity@ontario.ca

Ministry of Labour, Immigration, Training and Skills Development
Corporate Management and Services Division
400 University Ave, 14th Flr,
Toronto, ON M7A 1T7

416-326-7160 - Employment Standards Call Centre
1-800-531-5551 - Employment Standards Call Centre (Toll Free)
1-866-567-8893 - Employment Standards Call Centre (TTY)
Website: www.labour.gov.on.ca