

ONTARIO HUMAN RIGHTS CODE (EST. 1962)

Does not allow discrimination against people based on protected identifiers and social areas;

- Age
- Ancestry, colour, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status.
- Marital status (including single status)
- Gender identity, gender expression
- Receipt of public assistance (in housing only)
- Record of offences (in employment only)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation.
- Accommodation (housing)
- Contracts
- Employment
- Goods, services and facilities
- Membership in unions, trade or professional associations.

ONTARIO HUMAN RIGHTS COMMISSION (EST. 1961)

The OHRC is one pillar of Ontario's human rights system, alongside the Human Rights Tribunal of Ontario (HRTTO) and the Human Rights Legal Support Centre (HRLSC).

This Strategic Plan provides the framework and lays out proactive areas of focus for the coming five years.

It is geared toward achieving results and creating an environment that encourages and supports a commitment to human rights accountability in our community with measurable actions.

It provides the basis for more detailed operational plans to make sure that all organizational activities connect to results.



“Committed to treating everyone involved in a complaint in a fair and respectful manner.”



MORE INFORMATION:



416-326-9511
toll free - 1-800-387-9080



180 Dundas St W., 9th floor
Toronto, ON M7A 2G5



info@ohrc.on.ca

The OHRC works to promote, protect and advance human rights through research, public education, targeted legal action and policy development.



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne



ONTARIO HUMAN RIGHTS LAWS & SERVICES



Official Website



www.ohrc.on.ca



21, Dec 2021

The Landlord and Tenant Board (LTB) is the first of Tribunals Ontario's tribunals, boards and commissions to implement the Tribunals Ontario Portal case management system.

COMPLAINT PROCESS / TRIBUNALS ONTARIO

1. Complaints about OHRC staff should be directly raised with the involved staff member and if required, their manager, who will make every attempt to resolve the issue informally, if this fails,
 - a. Fill out a complaint form and send it to the Executive Director of the OHRC. Describe what happened, where and when and the names of any witnesses. Suggest how you would like the complaint to be settled.
2. If you need help writing the complaint, call the Executive Director's Office at 416-314-4562.
3. An acknowledgement will be sent within 3 days.
4. Target to resolve within 14 days of acknowledgment.
5. You will receive 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.

VALUES

We commit to embodying the following in all of our work and ways of working:

- Respectful, engaged, trusting and collaborative relationships: We will engage in respectful, trusting and collaborative relationships, and put the lived-experience of people at the centre of our work.
- Transformative approaches: We will be courageous, persistent, creative and innovative in pursuing systemic change and real impact.
- Integrity: We will be principled and independent in advancing and securing substantive equality.
- Accountability: We will be transparent and accountable to the people of Ontario both in terms of the pursuit of our mandate and the use of our resources.

RESOURCE LINKS



Human Rights Legal Support Centre
www.hrlsc.on.ca



Human Rights Tribunal of Ontario
www.sjto.gov.on.ca/hrto



Ontario Human Rights Commission Strategic Plan 2017 – 2022



LTB Tribunals Ontario Portal



ONTARIO OMBUDSMAN (EST. 1975)



Helping Ontarians tackle problems with their government.

The Ombudsman is an Officer of the Ontario Legislative Assembly who is independent of government and political parties.

Our office promotes fairness, accountability and transparency in the public sector by resolving and investigating public complaints and systemic issues within the Ombudsman's jurisdiction.

The Ombudsman is appointed for a five-year renewable term and his powers and authorities are set out in the Ombudsman Act.

www.ohrc.on.ca