



Fare Inspector Public Complaint Process

Procedure steps

Step in process	Role	Description	Next steps
1. Submit complaint.	Complainant	<p>The Complainant files a complaint with TTC Customer Service Centre by phone, TTY, fax, online form, by mail or in person.</p> <p>Note: Customer Service Centre contact information can be found by phone at (416) 393-3030 or at ttc.ca/CustomerFeedback After Customer Service Hours, messages can be left at (416) 393-3111</p> <p>A complaint can also be filed directly with the FISCC Office by email at FISCCInquiries@ttc.ca</p>	Proceed to step 2.
2. Complaint intake.	Customer Service Centre/FISCC Office	TTC Customer Service Representative/FISCC Office gathers and documents all necessary details of the Complaint, and will put in request for video of the incident (if available and applicable). If additional information is required, the Representative/FISCC Office will request additional information.	Proceed to step 3.
3. Send to FISCC Office.	Customer Service Centre	The Customer Service Representative will forward the information obtained regarding the Complaint to the TTC Fare Inspector and Special Constable Complaints (FISCC) Office, and the Respondent's Manager within the Revenue Protection Department.	Proceed to step 4.
4. Does the complaint fall under the FISCC mandate?	FISCC Office Coordinator or Investigator	The FISCC Office will determine if the matter is a Conduct Complaint involving a Fare Inspector or a Policy Complaint involving the services of the Revenue Protection Department. The FISCC Office Coordinator (or Investigator) may contact the Complainant to conduct a further intake and based on information provided, and if applicable, collect video and all information received from Complainant to provide to the Investigator.	If "yes", proceed to step 5. If "no", proceed to step 10.
5. Detailed intake Analysis.	Investigator	The Investigator does a more in-depth intake analysis and speaks with the Complainant to gather additional details and obtain any clarification required regarding the allegations.	Proceed to step 6.
6. Allegations of serious misconduct?	Investigator	The Investigator assesses the nature and severity of the Complaint in consultation with the Manager of the FISCC Office to determine if the allegations are serious in nature or less serious in nature, and how it will be appropriately addressed.	If "yes", proceed to step 7. If "no", proceed to step 11.

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7. Conduct Internal/External Investigation.	Investigator/Sr. Investigator/ External Investigator	With allegations of Serious Misconduct, the Investigator conducts an investigation, including reviewing all materials in depth, interviewing the Complainant, Respondent, and all relevant witness(es).	Proceed to step 8.
8. Provide Summary of Investigation Findings to all Parties and Report to Management.	Investigator/Sr. Investigator/ External Investigator	The Investigator provides written summary of investigation findings to the Complainant and Respondent, and a copy of the Investigation Report is given to the Respondent's Manager and Employee Relations in TTC's Human Resources Department.	Proceed to step 9.
9. Receive Investigation Report and take corrective action as appropriate.	Management	The investigation report is received and reviewed by the Respondent's Manager. The Respondent's Manager determines if corrective action is deemed appropriate and informs the Respondent of the corrective action to be taken as a result of the investigation findings. Specific details of any Corrective Action taken with a Respondent will not be shared with a Complainant due to Privacy considerations.	This step concludes the process.
10. Information and Referral Provided to Appropriate Department.	FISCC Office Coordinator	When the FISCC Office Coordinator determines that the Complaint is not involving a Fare Inspector or the Revenue Protection Program, the matter will be referred to the appropriate department within the TTC, through the TTC Customer Service Centre or by the Coordinator directly, if deemed appropriate. The Complainant will be advised that their Complaint has been re-directed to the appropriate department, as it is not within FISCC Office mandate.	This step concludes the process.
11. Underlying systemic or human rights allegation?	Investigator	When a Complaint has allegations assessed less serious in nature, it is further reviewed to determine if there appears to be any underlying systemic issues or human rights issues. If there are, the Complaint will be re-assessed as a Serious Misconduct Complaint and will be investigated accordingly.	If "yes", proceed to step 7. If "no", proceed to step 12.
12. Informal Resolution appropriate?	Investigator	Informal Resolution is deemed appropriate if the allegations are minor in nature, there is no history of similar complaints against the Respondent, and all parties are in agreement with engaging in informal resolution.	If "yes", proceed to step 13. If "no", proceed to step 14.
13. Provide letter confirming resolution to all Parties and Management.	Investigator	Upon successful resolution of the matter through the Informal Resolution process, the Investigator sends a letter confirming the resolution to the Complainant, Respondent, and Respondent's Manager.	This step concludes the process.
14. Conduct Investigation.	Investigator	The Investigator conducts investigation into the complaint, including reviewing all materials in depth, and conducting interviews with the Complainant, Respondent, and witnesses associated with the matter.	Proceed to step 15.

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15. Provide Summary of Investigation Findings to all Parties and Report to Management.	Investigator	The Investigator provides written summary of investigation findings to Complainant and Respondent and a copy of the Investigation Report to the Respondent's Manager and Employee Relations in the TTC Human Resources Department.	Proceed to step 9.

Flowchart

