

A guide to filing
complaints about
services received
from the Alcohol and
Gaming Commission
of Ontario

Resolving Complaints

AGCO

Alcohol and Gaming
Commission of Ontario



Ontario

Introduction

From time to time, the Alcohol and Gaming Commission of Ontario (AGCO) receives complaints about the quality of service it provides to its clients, the application of policies and procedures related to client service, or about the conduct of AGCO members and/or staff. The AGCO is committed to providing quality public services to its clients. The following process has been developed to ensure that public complaints about the quality of service provided by the AGCO are responded to in a transparent and fair manner.

What types of complaints are covered under this policy?

This policy applies to all complaints from members of the public regarding the quality of service received when accessing programs and services provided by the AGCO. Complaints can also relate to the conduct of AGCO staff or Board Members.

What types of complaints are NOT covered under this policy?

Dissatisfaction with the outcome of a hearing is not a complaint which is covered under this policy. This complaint procedure is NOT another form of reconsideration, appeal or judicial review.

Important Points about this Policy

- This policy generally applies to complaints that are received in writing. Complaints that are not received in writing will be dealt with on a case-by-case basis in a manner that the AGCO deems appropriate.
- The AGCO will respond to your complaint and make every effort to resolve it. In addition, AGCO staff will make every effort to explain the reasons for the decision.
- Please note that this policy does not affect your right to raise your concerns with the Ombudsman of Ontario if you are dissatisfied with the results provided by the AGCO.



AGCO Commitments

Timeliness

All complaints covered under this policy will be acknowledged and/or responded to within 3 business days after the complaint has been received, where possible. If any further action is necessary, the AGCO will advise how long it will take to receive a further response.

Confidentiality

All complaints are kept confidential within the provisions of the *Freedom of Information and Protection of Privacy Act*. However, an individual who is the subject of a complaint must be advised in order for the complaint to be fully and fairly reviewed.

Reporting Back

If the issue cannot be resolved right away, the complainant will be informed as soon as the matter has been reviewed. In addition, all concerned parties will be advised of the results of the review.



Complaints Procedure

How do I make a complaint about AGCO policies and procedures?

Complaints may be raised directly with any of our staff who will ensure that the complaint is forwarded to the appropriate individual if she/he cannot resolve the issue.

How do I make a complaint about an AGCO staff member?

Generally, any complaints should be forwarded, in writing, either to the Manager or Director to whom the staff member reports or the AGCO Customer Service Department. Once a complaint has been received, it will be forwarded directly to the Manager or Director to whom the staff member reports.

How do I make a complaint about the Chief Executive Officer, a Board Member or the Chair of the AGCO?

A complaint about the Chief Executive Officer or an AGCO Board Member should be made to the Chair who will respond to the complainant within 10 working days.

The Minister, or the Minister's delegate, is the most appropriate choice for reviewing complaints against the Chair.

Note: *If you have any questions regarding this policy, require general information on the AGCO's complaint process or are unsure of where to direct your complaint, please contact AGCO Customer Service at 416.326.8700 or 1 800.522.2876 (toll free in Ontario).*

Contact Information

Alcohol and Gaming Commission of Ontario

90 Sheppard Avenue East
Suite 200–300

Toronto, Ontario M2N 0A4

Tel: 416.326.8700 or

1 800.522.2876 (toll free in Ontario)

Fax: 416.326.5555

Email: customer.service@agco.ca

Office of the Ombudsman of Ontario

Bell Trinity Square

483 Bay Street, 10th Floor, South Tower

Toronto, Ontario M5G 2C9

Tel: 1 800.263.1830

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