



Introducing TTC's new Fare Inspector & Special Constable Complaints Office

To help create a more inclusive transit system, the TTC will launch its new Fare Inspector & Special Constable Complaints (FISCC) Office on June 30, 2021.

The FISCC Office is responsible for investigating complaints involving TTC Fare Inspectors and Special Constables, as well as related policies and services. We have decommissioned the TTC's Unit Complaints Coordinator function and launched this new office to provide a more accessible and equitable investigation process for our customers.

How to submit a complaint

Anyone can submit a complaint. Simply reach out to the TTC's Customer Service Centre, who will forward the complaint on to the FISCC Office. You may also contact the FISCC Office directly by e-mail.

A more equitable investigation process

Once a complaint is received, it will be assigned to a FISCC Office Investigator who will make sure all necessary information is included. They will then reach out to all individuals involved to conduct interviews and gather evidence.

To ensure an impartial process, this new office operates under the TTC's Diversity and Culture Group within the Human Rights and Investigations Department. The office is structurally independent from other TTC departments, and is staffed with Investigators who are experienced and trained in conducting investigations through a diversity and human rights lens.

Learn more at www.ttc.ca/CustomerFeedback



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Online form:
ttc.ca/CustomerFeedback

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