



## **Ministry of Labour, Immigration, Training and Skills Development (MLITSD)**

### **Complaint Form**

#### **How to Use this Document**

This document is being issued in accordance with ONA's Strategic Plan 2021-2026 to ensure members are supported to achieve better working conditions and to address safety concerns. The purpose of this document is to help members make effective and appropriate complaints to the MLITSD.

Having all the information at hand is important when making complaint(s). MLITSD staff will often ask for specific details. Including relevant details as well as sections of the legislation that were violated will help strengthen the validity of the complaint and help ensure nothing is forgotten when speaking to MLITSD staff.

The document is also essential when speaking to the MLITSD inspector after the complaint has been submitted and when the inspector attends the workplace to investigate the complaint. It is difficult to recall details on the spot when asked questions by the inspector. By outlining a timeline with specific details and documents to support the timeline, JHSC members can feel confident when making complaints to the MLITSD and participating in the MLITSD investigation.

The beginning of the document outlines basic information that will be asked when you call to make a complaint to the MLITSD. Make sure to find out the employer's details prior to making the complaint.

#### **Timeline and Details of the Hazard**

In the timeline and details section, input all relevant information about the hazard or issue and the dates to establish a timeline. This will help to demonstrate that the Internal Responsibility System (IRS) was utilized up to the point of exhaustion.

- Include the first time the incident occurred or that the JHSC became aware of the issue.

- Include information about discussions on the issue at a JHSC meeting and the outcomes of that discussion.
- Include any inspections done by the JHSC or reports provided to the JHSC from the employer, including incident reports.
- Include when/if recommendations were put forward and the employer's response.
- Include any evidence to show that attempts to resolve the hazard via the IRS.

### **Complaint Details**

- In this section, outline specifically the hazard or complaint.
- In the corresponding section, identify what parts of the Health and Safety legislation the employer has violated.
- There can be more than one piece of legislation that applies or that was violated by the employer. Include all sections of the violated legislation, and the details of that section. Lines can be added to the table as necessary.

Always remember to have a pen on hand when making the complaint. The MLITSD will assign a number to the complaint and provide you with the number. If you need to amend the complaint or follow up on the status of the complaint, you will need the complaint verification number.

Details on how to make a complaint to the ministry can be found at:  
<https://www.ontario.ca/page/filing-workplace-health-and-safety-complaint#complaint>.

<b>MOL Complaint Form</b>	
<b>Date of Complaint:</b>	
<b>Time of Complaint:</b>	
<b>Name of Person Taking the Complaint:</b>	
<b>Employer Name/Site:</b>	
<b>Employer Address:</b>	
<b>Employer Contact Person (phone number):</b>	
<b>Details of Incident</b>	
<b>Documents to have on hand for the complaint</b>	
<input type="checkbox"/> JHSC meeting minutes <input type="checkbox"/> Inspection Reports <input type="checkbox"/> Incident /Hazard Reports  <input type="checkbox"/> Policies <input type="checkbox"/> Emails	
Complaint Details/Specifics	Legislation Violated by the Employer
1.	
2.	
3.	
4.	
<b>Complaint Verification Number:</b>	