



**ONTARIO'S
TRAVEL
REGULATOR**

Formed in 1997, the Travel Industry Council of Ontario (TICO) regulates Ontario's travel agencies, booking websites and tour operators. TICO administers the Travel Industry Act, 2002 on behalf of the Ontario government.

As a consumer protection organization, TICO facilitates a consumer complaints process and administers the Ontario Travel Industry Compensation Fund. By booking travel with a TICO registered company, consumers have access to added protection.

COMPLAINTS OFFICER

The Travel Industry Council of Ontario (TICO) is seeking a **Complaints Officer** to support its consumer protection mandate by responding to inquiries and investigating complaints related to TICO registrants. This role requires strong communication skills, sound judgement, and the ability to manage a diverse caseload while working with both consumers and registrants.

About the Role

Reporting to the Manager, Compliance and Complaints, the Complaints Officer manages consumer inquiries and complaints, reviews documentation, communicates with stakeholders, and determines whether issues may involve non-compliance under the Travel Industry Act, 2002 or Ontario Regulation 26/05.

You will guide consumers, prepare correspondence, maintain complete file records, and support TICO's Compliance, Claims, and Investigations teams as required. In this role, your key responsibilities will include:

- Respond to inquiries from consumers and registrants by phone, in writing, or in person, providing information and guidance related to the *Travel Industry Act, 2002* and the Regulation
- Support consumers with non-TICO matters by offering resources, referrals, and general assistance
- Provide complaint forms to consumers with potential compliance concerns and prepare acknowledgment letters with assigned file numbers.
- Review complaint files to ensure that sufficient information and documentation has been provided
- Identify provisions of the Act or Regulation that may relate to the circumstances
- Prepare professional, timely correspondence to complainants and registrants addressing issues raised and outlining relevant legislative requirements.
- Maintain complete and organized complaint files, ensuring all communications, notes, documentation, and telephone reports are recorded in a professional manner



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- Refer files involving potential breaches of the Act or Regulation to the Compliance Department for further review
- Maintain TICO's database and Document Management System with all actions, decisions, and outcomes Track and report monthly complaint statistics and elevate emerging issues or trends to Management for review
- Provide testimony at Licence Appeal Tribunal (LAT) or Provincial Offences Act (POA) hearings when needed
- Support special projects, initiatives, and other duties as assigned

Successful candidates will demonstrate the following qualifications:

- Minimum of 5 years' experience in either a call centre environment handling consumer complaints and/or similar customer service response.
- Strong organizational skills and the ability to manage a caseload and meet timelines
- Excellent verbal and written communication skills
- Customer service oriented and the ability to handle challenging conversations in a professional manner.
- Demonstrate strong analytical, judgement and problem-solving abilities.
- Self-starter who demonstrates attention to detail including documenting files.
- Knowledge and experience of the travel industry is an asset.
- Knowledge of the Travel Industry Act, 2002 and Ontario Regulation 26/05 an asset.

Working Environment: This is a full-time hybrid position. The expectation is for the successful candidate to work onsite at TICO's Mississauga office 1 day a week, with the remainder worked remotely.

HOW TO APPLY: To apply, please click the following link [APPLY NOW](#) by **Tuesday December 30th, 2025**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.



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If you have questions, you can also contact Mirjana Nevajdic at 416-237-1500 ex. 236 or mirjana.nevajdic@hra.on.ca

At TICO, we are an organization that embraces inclusion and fairness. We are committed to fostering a culture of inclusivity, equity, and accessibility for all. As a team, we celebrate diversity in all its forms, while encouraging individual growth and innovation, because we feel it makes for an inspiring workplace where people are empowered and engaged.