

George Bell Arena

215 Ryding Avenue
Toronto, Ontario
M6N 1H6
Ph: 416-392-0377
Fax: 416-392-1429

June 8, 2009

Audit Committee, Access Equity and Human Rights Goals

Dear Sir or Madam:

Re: Access and Equity Policy

Although George Bell Arena does not have a written policy dealing with Access and Equity, it is the practice of the Arena to abide by the Policies and Procedures of the City of Toronto.

Being a small business of 5 employees most, if not all, complaints are quickly handled by the staff in house. Complaints from the general public are also handled in house usually by staff on duty at the time of the complaint. If on duty staff is unable to solve an issue they will contact the Arena Manager who will deal directly with the complainant upon notification.

- Complainants attempt to reach satisfactory closure of an issue with one another.
- Complainants may involve a fellow staff member to serve as an arbitrator.
- If closure is not attained, complaints are directed to the Arena Manager.
- Manager discusses the issue with persons involved and attempts to resolve and/or correct any inappropriate behavior.
- If the Manager is unable to resolve the issue the matter is directed to the Board of Directors, at which time the Chairman will either attempt resolution or ask a fellow Board member to serve as arbitrator.
- If resolution is not attained at this stage the complainant is directed to the City of Toronto Human Rights Commission to seek action and is assisted with the complaints procedure as necessary.
- Complaints relating directly to the Manager from staff or the general public are dealt with at the Board of Directors level immediately.

Sincerely,



Larry Woodley
Manager