



REPORT FOR ACTION

Summary of Complaints from the Public - Year End 2018

Date: February 4, 2019
To: The Board of Governors of Exhibition Place
From: Dianne Young, Chief Executive Officer
Wards: All Wards

SUMMARY

This report provides information with respect to external complaints received by Exhibition Place for the period of January 1, 2018 to December 31, 2018.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There are no negative financial implications of receiving the report.

DECISION HISTORY

The Exhibition Place 2017 – 2019 Strategic Plan has a Recognition and Public Understanding Goal to develop a comprehensive communication plan to increase the public's understanding of the role held by Exhibition Place.

At its meeting of December 16, 2011, the Board approved a “Public Complaints” Policy which was in response to City Council’s directive dated February 7, 2011, requiring all City agencies, boards, commissions and departments adopt a public complaint process which would be the initial level of review and assessment of any such public complaints prior to appeal by the public complainant to the Office of the Ombudsman.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.CC3.7>

COMMENTS

Exhibition Place has a Public Complaints Policy that is accessible from the Exhibition Place website and clearly addresses the formal process for receiving and processing compliments, feedback and complaints from the customers, attendees, partners and visitors to Exhibition Place

Noted below is a summary of complaints to Exhibition Place since the inception of this program. The specific complaints received for 2018 are outlined in the Appendix A attached to this report. Complaints received related to BMO Field or the CNE event are referred to MLSE and the CNEA to address directly.

Year	Number of Complaints
2018	27
2017	32
2016	13
2015	21
2014	24
2013	10
2012	20

CONTACT

Hardat Persaud, CFP & Corporate Secretary, 416-263-3031, hpersaud@explace.on.ca

SIGNATURE

Dianne Young
Chief Executive Officer