



REPORT FOR ACTION

Summary of Complaints from the Public for Year-end 2019

Date: January 28, 2020
To: The Board of Governors of Exhibition Place
From: Don Boyle, 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, 2019 to December 31, 2019.

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>

At its meeting of February 19, 2019; the Board adopted the Summary of Complaints from the Public for year-end 2019 report.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EP1.10>

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 an annual summary of complaints to Exhibition Place since the inception of this program in 2012. The specific complaints received for 2019 are outlined in 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
2019	16
2018	27
2017	32
2016	13
2015	21
2014	24
2013	10
2012	20

CONTACT

John Koperwas, Director IT/Telecom/Records & Archives, 416-263-3070,
jkoperwas@explace.on.ca

SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

Appendix A - Summary of Complaints from the Public for Year-end 2019