

Summary of Complaints from the Public for Year-end 2022 - Appendix A

dComplaint #	2022 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
1	April 5	Security & Transportation	1	A member of the public asked that parking rates be clarified on the Exhibition Place website (rate per hour, per day, etc.)	Did not reply directly to the complainant, as their email address looked suspicious, but staff look at the parking rate section of the website to make sure parking information is clear.
2	April 5	Security & Transportation	1	A member of the public asked that parking rates be clarified on the Exhibition Place website (rate per hour, per day, etc.). A duplicate of the above complaint under a different name.	Did not reply directly to the complainant, as their email address looked suspicious.
3	April 9	Event Services	4	The complainant's disabled child was not accommodated while waiting in line to enter the Import Expo event. The third-party event's security that was managing the line did not help them.	Staff apologized and explained that we do have a complete commitment to AODA in all of our facilities, as should each event. However, each event is responsible for communicating this and for informing their security. Exhibition Place will work more closely with event organizers to ensure this is addressed at future events.
4	April 9	Operations & Facilities	18	An exhibitor at the National Home Show found that the washrooms were not cleaned properly during the event and observed cleaning staff not attending to their duties.	Staff could not address the complainant directly as contact information was not provided for follow up. Cleaning staff were given extra toolbox talks directly related to this report.

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5	Oct. 6	Event Services	1	The complainant pointed out that IATSE Local 58 was still asking for proof of vaccination to attend training held at Exhibition Place, when no other events are.	Staff explained that if IATSE members are being employed to work at Exhibition Place, they must adhere to the Exhibition Place Vaccination Policy; however, this is not required if someone is just attending training or other events on the grounds. Staff called the Union Hall to clarify this with them.
6	Nov. 13	Event Services & RAWF	1	An attendee at the RAWF had their stroller stolen from inside the Coliseum. The third-party security team and staff were not helpful at the time.	The stroller was located and held for pick-up. Staff apologized for the inconvenience.
7	Dec. 3	Event Services	45	A vendor with disabilities was not accommodated while parking for the One-of-A-Kind Show and did not receive assistance from staff when entering the show.	Refresher training will be provided to all parking staff, particularly when accommodating persons with disabilities. The Operations team will investigate adding automatic door opening buttons to all garage level entrances.
8	Dec. 17	Event Services & OVG 360 (Food Services Provider)	3	Complaint regarding the long wait time and rude staff working the food services area at the Jurassic Quest event.	Staff apologized for their experience and referred the complaint to OVG 360, the food service provider. OVG apologized and will be speaking to their team regarding this issue.

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9	Dec. 23	Event Services	5	An employee of an event complained regarding the lack of accessible washrooms and staff-only washrooms, and the lack of privacy within existing washrooms at the Enercare Centre.	Staff attempted to gather further information regarding the complaint, but the complainant did not want to engage further.