

REPORT FOR ACTION

Summary of Complaints from the Public for Year-end 2024

Date: January 21, 2025
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, 2024 to December 31, 2024.

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 2022-2026 Strategic Plan has a goal to Enhance Brand Identity and Promotion where we will improve the understanding among external stakeholders of the core activities and business, and public engagement with, and satisfaction of, our processes and activities to communicate our priorities, activities, and decisions 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" in response to City Council's directive dated February 7, 2011, requiring all City agencies, boards, commissions, and departments to adopt a public complaint process which would be the initial review and assessment of 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 2018 report.

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

At its meeting of February 11, 2020, the Board adopted the Summary of Complaints from the Public for Year-end 2019 report.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.EP9.3>

At its meeting of February 19, 2021, the Board adopted the Summary of Complaints from the Public for Year-end 2020 report.

<https://secure.toronto.ca/council/agenda-item.do?item=2021.EP16.7>

At its meeting of February 9, 2022, the Board adopted the Summary of Complaints from the Public for Year-end 2021 report.

<https://secure.toronto.ca/council/agenda-item.do?item=2022.EP22.4>

At its meeting of February 2, 2023, the Board adopted the Summary of Complaints from the Public for Year-end 2022 report.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.EP2.9>

At its meeting of February 2, 2024, the Board adopted the Summary of Complaints from the Public for Year-end 2023 report. Further, the Board requested that future reports also include any compliments received.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.EP8.4>

COMMENTS

Exhibition Place has a Public Complaints Policy that is accessible from the Exhibition Place website and clearly outlines the formal process for receiving and processing compliments, complaints, and other feedback from customers, event attendees, partners, and visitors to Exhibition Place. Exhibition Place facilitates the resolution of complaints received that directly relate to operations of clients and tenants.

Below is the annual summary of complaints received by Exhibition Place since the inception of this program in 2012. The specific complaints received for 2024 are summarized in Appendix 'A' attached to this report. Complaints received related to BMO Field or the CNE events are referred to MLSE and the CNEA to address directly.

There were no compliments received in 2024.

Year	Number of Complaints
2024	6
2023	8
2022	9
2021	12
2020	4
2019	16
2018	27
2017	32
2016	13
2015	21
2014	24
2013	10
2012	20

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

Appendix A - Summary of Complaints from the Public for Year-end 2024