

## Complaints Summary as at December 31, 2016

**Date:** February 22, 2017  
**To:** The Board of Governors of Exhibition Place  
**From:** Chief Executive Officer  
**Wards:** All

### SUMMARY

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This report provides information with respect to external Complaints received by Exhibition Place for the period of January 1, 2016 to December 31, 2016.

### RECOMMENDATIONS

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The Chief Executive Officer recommends that:

1. The Board receive this report for information.

### FINANCIAL IMPACT

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There are no financial implications to this report.

### DECISION HISTORY

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As part of the 2014 to 2016 Strategic Plan, Exhibition Place had a Goal *to establish Exhibition Place as a destination and gathering place for the community* and as a Strategy *to support this Goal we will in partnership with our partners, enhance public amenities to service our patrons and local community visitors.*

At its meeting of December 16, 2011, the Board approved a “Public Complaints” Policy in response to City Council’s directive that required an initial level of 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>

## **COMMENTS**

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As directed by City Council, Exhibition Place has a Public Complaints Policy that is accessible from the Exhibition Place websites 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 2016 are outlined in Appendix A attached to this report.

Year	Number of Complaints
2016	13
2015	21
2014	24
2013	10
2012	20

## **CONTACT**

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## **SIGNATURE**

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Dianne Young  
Chief Executive Officer

## **ATTACHMENTS**

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Appendix A - Details of Complaints received for Year 2016