



Exhibition Place

9

January 4, 2016

To: The Board of Governors of Exhibition Place

FOR INFORMATION

From: Dianne Young
Chief Executive Officer

Subject: Complaints Summary as at December 31, 2015

Summary:

This report provides information with respect to external Complaints received by Exhibition Place for the period of January 1, 2015 to December 31, 2015.

Financial Implications:

There are no financial implications resulting from the adoption of this report.

Decision History:

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 which was in response to City Council's directive dated February 7, 2011, wherein 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>

Issue Background:

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.

Comments:

Noted below is a summary of complaints to Exhibition Place since the inception of this program. The specific complaints received for 2015 are outlined in Appendix A of this report.

| Year | Number of Complaints |
|------|----------------------|
| 2015 | 21 |
| 2014 | 24 |
| 2013 | 10 |
| 2012 | 20 |

Contact:

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Corporate Secretary

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| Complaint # | Date Complaint Resolved | Complaint Referred to | # of days business from receipt to Resolution | General Topic of Complaint | Outcome of Complaint |
|--------------------|--------------------------------|------------------------------|--|--|--|
| 1 | Thurs Jan 15 | Facility Services | Four | Elevator accessibility for wheelchair during the Boat Show | More signage into entry to Direct Energy Centre |
| 2 | Mon Feb 2 | Event Services | Three | Concerns about an exhibitor at the Sportsmen Show | Clarification provided regarding the exhibitor were directed to Show Manager |
| 3 | Sat Feb 7 | Event Services | One | Sportsmen Show exhibitor complained about cost of food at an Ovations booth | Ovations apologized as issues with order and vouchers provided |
| 4 | Thurs Feb 26 | Event Services | One | Harassment complaint against Fortress Security during an event held on Feb. 15 th at Direct Energy Centre | Event organizer contact information provided and Fortress management contacted complainant |
| 5 | Mon March 2 | Facility Services | Three | Accessibility issues in women's washroom in Better Living Centre while attending the Artists Project | Patron contacted and advised that measures will be undertaken to address issues raised. Patron provided with tickets to the National Home Show & Canada Blooms |
| 6 | Fri March 13 | Event Services | Four | Complaint about event at the Restaurants Show held in Direct Energy Centre | Patron contacted and comments communicated to Show Manager |
| 7 | Mon March 23 | Sales & Marketing | One | Public relations concern related to Centerplate purchasing policies | Concern communicated to Centerplate Corporate Office |
| 8 | Mon March 30 | Corporate Secretary | One | No proper map located on Exhibition Place website | Complainant contacted and walked through where map is located on website |
| 9 | Wed June 24 | CEO | One | Noise and security concerns about Muzik Club | Residents advised that more security patrol will be put in place during the summer months; residents could call the Exhibition Place Security; and advised through Councillor Layton, that residents should also contact City 311 line |
| 10 | Tues June 30 | Parking Services | Four | Parking issue while attending an event at the Molson Amphitheatre | Complainant contacted (telephone and e-mail) a number of times with no response |
| 11 | Wed July 8 | Events | One | Pan Am volunteer complained about untidiness of Exhibition Place streetcar loop | Complainant advised that this was the Gardiner Rehab Project work site |
| 12 | Wed July 22 | Operations | One | Lights on staircase railings across bridge to Ontario Place not working | Pan Am fencing in the way of electrical work and when removed lighting was repaired |
| 13 | Tues Aug 4 | CEO | One | Concerns with Muzik Clubs | Concerns shared with the Board |

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|--------------------|--------------------------------|-----------------------------------|--|--|---|
| 14 | Wed Aug 5 | CEO | One | Concerns with Muzik Clubs | Concerns shared with the Board |
| 15 | Tues Oct 6 | Sales & Marketing | Three | Directional signage concerns | Complainant contacted and advised of the forthcoming improved wayfinding signage program |
| 16 | Sun Oct 18 | Events & Corp Sec | One | Stolen coat at the Disclosure Event held in Enercare Centre | Complaint sent to Embrace who contacted complainant |
| 17 | Tues Oct 20 | Events & Corp Sec | One | Lost wallet at the Disclosure Event held in Enercare Centre | Complaint sent to Embrace who contacted complainant |
| 18 | Tues Oct 20 | Events & Corp Sec | One | Stolen jackets at the Disclosure Event held in Enercare Centre | Complaint sent to Embrace who contacted complainant |
| 19 | Sun Oct 18 | Events & Corp Sec | Four | Stolen coats at the Disclosure Event held in Enercare Centre | Complaint sent to Embrace who contacted complainant |
| 20 | Thurs Oct 29 | Parking & Security Services | Four | Parking ticket issued during Boat Show and court summons received to appear in court | Investigation undertaken and parking ticket wrongly issued. Complainant contacted and provided with Home Show tickets. |
| 21 | Wed Sept 9 | CEO & Corp Sec | Two | Concern with Garden of the Greek Gods being blocked by fencing and who approved of the fencing | Complainant contacted and advised that tenant applied for building permit through City and fencing built in accordance with Chapter 447-3 of Toronto Municipal Code |