



Exhibition Place

Item No. 10

January 15, 2014

To: The Board of Governors of Exhibition Place

FOR INFORMATION

From: Dianne Young
Chief Executive Officer

Subject: Complaints Summary as at December 31, 2013

Summary:

This report provides information with respect to external Complaints received by Exhibition Place and BMO Field for the period of January 1, 2013 to December 31, 2013.

Financial Implications:

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

Decision History:

As part of the 2009 to 2012 Strategic Plan, Exhibition Place has a Goal of *Sustaining a high-performing organization through alignment of people, processes and systems and through the recognition of our dedicated and excellent staff* and pursuant to that Goal will *continuously to improve governance mechanisms*.

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.

Issue Background:

As directed by City Council, Exhibition Place, which includes all program areas, has a Public Complaints Policy that will be 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:

Exhibition Place received a total of ten (10) complaints for 2013 compared to twenty (20) complaints for 2012; and BMO Field received a total of fifteen (15) for 2013 compared to eighteen (18) complaints for 2012. A summary of these are outlined in Appendix “A”.

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Submitted by:

Dianne Young
Chief Executive Officer

Exhibition Place

Complaint #	Date Complaint Resolved	Complaint Referred to	# of days business from receipt to Resolution	General Topic of Complaint	Outcome of Complaint
1	Sun Feb 24	Corp Sec	Five	Personal information on exhibitor forms	Forms changed & server issue resolved
2	Fri April 5	CEO	Two	Safety concern by visitor at a show	Show organizer will review and update process in 2014
3	Sun April 14	Corp Sec	Five	Trip and fall incident	No building code deficiencies but lighting updated
4	Thurs July 4	Corp Sec	Four	Intoxicated fans outside of Exhibition Place.	Deployment of more Toronto Police Officers
5	Tues July 2	Security	Ten	Cell phone theft during an public event	Reported to Toronto Police Services
6	Tues Aug 20	Security	Five	Complaint about entrance to park for events	Meeting held to resolve the concerns.
7	Sun June 2	Events	Fifteen	Resident request for noise by-law information	Additional steps taken to limit noise issues
8	Sat July 27	Operations	Five	Trip and fall incident	Repairs completed
9	Mon Sept 23	Corp Sec	Two	ATM unit not working	Supplier repaired
10	Sat Nov 1	Operations	One	Trip and fall incident	Repairs completed
BMO Field					
1	Tues April 9	Security	One	Fan ejected for throwing incident	Resolved with fan
2	Sat April 27	Security	Two	Fan ejected for intoxication	Resolved with fan
3	Fri May 3	Fan Services	Five	Prop accidentally fell on a fan	No injury & resolved with fan
4	Fri May 3	Event Personnel	Five	Double booking of seats	Resolved with fan
5	Mon June 3	Fan Services	One	Fan left because of inappropriate language nearby	Resolved with fan
6	Tues June 4	Security	Two	Fan tweeted a negative experience	Followed-up with fan
7	Thurs June 6	Fan Services	Five	Obstructed seating complaint	Resolved with fan

Complaint #	Date Complaint Resolved	Complaint Referred to	# of days business from receipt to Resolution	General Topic of Complaint	Outcome of Complaint
8	Sat July 27	Fan Services	One	Fan hit by soccer ball	No medical assistance needed
9	Wed Aug 28	Fan Services	Five	Complaint about intoxicated fans nearby	Attempted to follow-up but no response
10	Wed Sept 4	Fan Services	Two	Complaint about downtown traffic and parking	Followed-up with fan
11	Wed Sept 4	Fan Services	Two	Complaint about parking	Resolved with fan
12.	Wed Sept 4	Fan Services	Two	Complaint about downtown traffic	Followed-up with fan
13	Mon Nov 4	Parking	One	Complaint about downtown traffic and parking	Followed-up with fan
14	Thurs Nov 7	Food & Beverage	Four	Complaint about food service	Resolved with fan
15	Mon Nov 11	Food & Beverage	One	Complaint about food service	Negative feedback referred to Food provider
TOTAL FOR 2013		25			