



Exhibition Place

Complaints Policy for Exhibition Place

Purpose:

The Board of Governors of Exhibition Place is an agency of the City of Toronto and on behalf of the City manages the Exhibition Place grounds and all buildings and infrastructure on the grounds. Exhibition Place is made up of four functional programs: Direct Energy Centre / Exhibition Place; Canadian National Exhibition Association (CNEA); BMO Field (National Soccer Stadium); and Allstream Centre.

This policy provides for a mechanism to receive feedback and resolve issues relating to complaints about any of the Exhibition Place services and actions from customers, attendees, visitors, partners and Toronto residents that visit Exhibition Place.

Because of the nature of the business carried on during the CNE and at BMO Field, alternate complaint processes have been developed for each of the CNEA and BMO Field (National Soccer Stadium) in addition to the Exhibition Place complaint procedure. Maple Leaf Sports & Entertainment Ltd. on behalf of Exhibition Place manages BMO Field and also manages the alternate complaint process for BMO Field.

The policy outlined below guides the complaint process developed for Exhibition Place and for the alternate processes for the CNEA and BMO Field.

Policy:

1. Exhibition Place receives, reviews, records and makes every effort to promptly resolve complaints as quickly as possible, and in accordance with defined guiding principles and an established complaints procedure(s).
2. The Exhibition Place Complaints Policy is made accessible to the public on the websites for Exhibition Place and City of Toronto, along with the websites for the program areas: Allstream Centre, BMO Field, CNEA, Direct Energy Centre and Exhibition Place websites.
3. Exhibition Place staff are made aware of and receives instruction on this Policy and will act in accordance with defined guiding principles as established in the complaints procedure.
4. Exhibition Place regularly reviews the complaints log for issues and trends as a means of continually improving processes and service.
5. If appropriate, complaints may be referred to an alternate complaints process developed and managed through the CNEA program and the BMO Field (National Soccer Stadium) program.
6. A report with respect to all Complaints will be reported to the Board of Governors of Exhibition Place and to the Office of the City of Toronto Ombudsman, on a yearly basis.