



Exhibition Place

PROGRAM/SERVICE AREA - DESCRIPTION

BMO Field – National Soccer Stadium

Complaints could relate to bugs, change in game time, washroom line ups, staffing or ticket concerns.

During Events in BMO Field:

- There are 2 Fan Services booths at every event with the hopes that fans can be assisted in person in real-time instead of the after the event has concluded.
- The “**GuestAssist Text Message Program**” is active during all BMO Field events that fans can utilize onsite. Fans simply text the keyword "BMO" along with their question, issue or seat location to the GuestAssist number, “**78247**” which is received by onsite staff who can provide the information or dispatch others to fan’s location.

After Events in BMO Field:

- Fans can **email** through a link on website, which link contacts a complaint tracking form http://www.mlse.com/contactus_venues.aspx
- Fan may call: 416-815-5982.
- Fans may fax: 416-815-6050
- Both the phone line and the email are “live” Monday through to Friday from 9 am to 5 pm, otherwise fans can leave a message that will be returned during the next business day

Canadian National Exhibition Association

Complaints could relate to attendee experience and events during the annual fair period including: accessibility (AODA); rental, parking and services pricing; unionized service delivery; customer service.

Outside the annual 18-day Fair (after Labour Day Weekend to mid August)

Complainants are asked to contact the General Manager of the CNEA, David Bednar, at 416-263-3840 or D.Bednar@TheEx.com

During the annual 18-day Fair (mid August to Labour Day Weekend)

Complainants are asked to contact the Guest Relations Supervisor, Ms. Marlene Harris, at 416-263-3828 or MHarris@TheEx.com.

Corporate Secretary/Exhibition Place

Complaints could relate to customer service within the Corporate Secretariat including: front line staff – reception and mail services; turn-around time in responding to Board related requests – public agendas, by-laws, minutes, policies, procedures, etc.

Complainants are asked to either:

- Mail: Fatima Scagnol, Corporate Secretary/Exhibition Place, Attention: “Complaints”, Queen Elizabeth Building, 200 Princes’ Blvd., Exhibition Place, Toronto, ON M6K 3C3
- Electronic: FScagnol@explace.on.ca, Attention: “Complaints”
- Fax: 416-263-3690 – Fatima Scagnol, Corporate Secretary/Exhibition Place Attention: “Complaints”
- Telephone: Fatima Scagnol, Corporate Secretary/Exhibition Place, 416-263-3620

Event Management

Complaints could relate to attendee experience and events in Allstream Centre, Better Living Centre, Direct Energy Centre, Queen Elizabeth Exhibit Hall, Grounds and Tenanted buildings on behalf of Exhibition Place, including: accessibility (AODA); rental, parking and services pricing; unionized service delivery; and customer service.

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Facility Management

Complaints could relate to cleaning and labour services (cleanliness of facilities, pipe and curbing pushed out of alignment and snow removal - icy areas.)

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Financial

Complaints could relate to Reconciliation/Queries of final event settlement for event with Show Managers; Collection of rent and event services; and Parking refunds.

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Human Resources

Complaints could relate to observations of Exhibition Place employees (inappropriate behaviour and conduct).

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Operations

Complaints could relate to concerns regarding capital works program, carpentry, electricians, heating, painters, plumbers, and heating-ventilation-air conditioning controls within the facilities and buildings.

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Parking

Complaints could relate to parking concerns within the Exhibition Place surface and underground parking lots.

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Records & Archives

Complaints could relate to customer service in the archives including: turn-around time in answering reference requests; service charges; and the appraisal process in relation to donations, etc.

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Sales & Marketing

Complaints could relate to attendee experience and venue sales in Allstream Centre, Better Living Centre, Direct Energy Centre, Queen Elizabeth Exhibit Hall and Grounds, including: accessibility (AODA); rental, parking and services pricing; websites; unionized service delivery; customer service; date availability, consumer show content, etc.

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Security

Complaints could relate to the actions of any Exhibition Place Security Staff.

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