



Ombudsman and Whistle Blower Annual Report

May 1, 2025, to April 30, 2026

Purpose – For Information

This report provides information on the activities of the Ombudsman Office and the 3rd Party Whistle Blower Service in fiscal 2026.

Ombudsman's Office

From May 1, 2025, to April 30, 2026, the Ombudsman Office received 140 contacts. There were no open Ombudsman cases at the fiscal year-end.

The Ombudsman's office has had contact or issues regarding all TSSA regulated sectors. Typically, most of the issues are resolved by explaining TSSA regulatory requirements and in some cases, brokering a resolution between TSSA and the regulated party. The Fuels and Certification programs had the highest number of inquiries to the Ombudsman's Office at 35% and 32% respectively. However, the overall volume of inquiries declined from the previous year. Additionally, the Ombudsman Office received several inquiries that represented the customer's first point of contact with TSSA, and requests were moved forward to the appropriate department for a response. There were no trends noted for this fiscal year.

3rd Party Whistle Blowing Service

The Whistle Blowing Service includes a confidential 24/7/365 telephone hotline and internet portal that allows TSSA employees, regulated parties, and members of the public to raise issues regarding alleged wrongdoings by TSSA or the parties that TSSA regulates. There were 64 reported cases in FY2026. All cases but two were addressed and closed. The following provides a breakdown of the reported cases:

- 16 cases were closed as were not under TSSA's jurisdiction.
- 43 cases involved regulated parties.
 - 8 cases were closed as there was insufficient information to investigate.
 - 16 cases were investigated and were found to be compliant.
 - 15 cases were investigated and corrective action including enforcement was taken.
 - 4 cases were reporters providing feedback to TSSA.
- 3 cases involved TSSA employees/processes/policies specifically.
 - An employee not following a standard process
 - Employee social media posts
 - Certificate renewal issue

Each of the 3 cases were actioned to correct the situation/issue as appropriate.

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