



Complaints Regarding TSSA Submitted to TSSA's Ombudsman Office October 1, 2016 to April 30, 2017

Purpose – For Information

This report provides information and a status update on complaints submitted directly to the Technical Standards and Safety Authority's (TSSA's) Ombudsman Office. Complaints received by other TSSA departments such as Customer Service, Fuels Technical Desk, etc. will immediately be forwarded to the Ombudsman's Office starting in the new calendar year. From that point onwards, TSSA's Ombudsman's Office will be the single receiving source for complaints. The Ombudsman Office will then track and report on complaints and their resolution on a quarterly basis.

Background

TSSA's Ombudsman started tracking complaints submitted directly to that Office on October 1, 2016. This report summarizes the complaints, advice provided and resolution (if any) for the period of October 1, 2016 to April 30, 2017.

A "complaint" is defined as a formal expression of dissatisfaction with respect to a service or process, action of an employee or the complaints process itself. It may, or may not, specifically identify a substantiated problem but is perceived as an issue by the customer.

Complaints may be categorized by TSSA as being related to one of the following categories:

- **Billing Practices:** a complaint related to the fee schedules, inspection or engineering time charged, invoices and collections processes. This may be escalated to an appeal by the customer.
- **Business Processes:** a complaint specific to a particular business function or process such as examinations booking process.
- **Head Office Employee:** a complaint specific to the behaviour or attitude of any TSSA head office employee.
- **Field Employee:** a complaint specific to the behaviour or attitude of any TSSA inspector or field employee.
- **Failure to Follow –Up:** a complaint specific to TSSA's failure to follow up on a previously identified issue or enquiry.

Complaints Summary – Ombudsman Office – October 1, 2016 to April 30, 2017

| Number | Complaint | Advice | Resolution |
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| 1 | Internal complaint that TSSA inspector had behaved inappropriately with a specific customer. | Not Applicable | Met with specific customer and discovered that the allegations were false. |
| 2 | Regulated party complained that we are back charging fees when they were not operating. | Suggested that they sign a declaration of such and that the Ombudsman would approach the director with the ask of waiving back fees. | No resolution as of yet as regulated party did not submit declaration. |
| 3 | Propane facility shut down for not providing renewal submission; however, the operator did submit the required information. | Suggested that they provide the Ombudsman Office with evidence of submission which they did. | Propane facility re-opened same day with TSSA apologies. That submission occurred while TSSA was having e-mail difficulties. TSSA could not locate the facility's e-mail submission. |



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| 4 | A major modification of an elevating device in a retirement home. Upset that TSSA could not inspect the device for 2 weeks. | Suggested that the Ombudsman speak to the inspector and see what alternate arrangement can be made. | The inspector had a cancellation and was able to accommodate the customer the following week. |
| 5 | Complaint that there are no training providers for an Elevator Device Mechanic – B (EDM-B) course. | Suggested that the Ombudsman speak to the Certification Manager and see what can be done. | Unfortunately, TSSA cannot make training providers deliver a specific course. Thus, the only resolution is to take EDM-A course that is available which covers the EDM-B material and additional material for the A licence. Also, TSSA is aware that one provider may provide a B course if enrollment is sufficient. This information was provided to the person submitting the complaint. The complainant was not satisfied. |
| 6 | An EDM-T lost their certificate in 2014. Their position is that they sent the payment and all other required documentation. | Suggested that the Ombudsman speak to the Certification Manager and see what can be done. | The certification department scans all submissions and unfortunately the required documentation was not submitted in 2014. To accommodate this customer, the Ombudsman suggested that the mechanic submit all information for reinstatement including work experience. With that information the Ombudsman, can ask the director to recognize work experience from when the certificate lapsed to the present time. No resolution as of yet as mechanic did not submit the required information. |
| 7 | Member of public complained that TSSA's Customer Service department had been rude. | Suggested that Ombudsman speak to the Customer Service Manager | The customer service agent was given training and monitoring of their calls was increased. |
| 8 | Design submitter complained that TSSA was too picky on their review | Suggested that Ombudsman speak to the associated Manager | Manager investigated situation, agreed with the complainant and reviewed the situation with the reviewer |
| 9 | Complaint regarding time delays and billings. | Suggested that Ombudsman speak to the Program Director | Program Director assigned a Supervisor to investigate. The allegations were unfounded. |
| 10 | Complaint the information request take too long | | Ombudsman obtained the information for the complainant. |
| 11 | Complaint regarding aggressive driving by an inspector | Suggested Ombudsman have it investigated. | Investigation could not confirm or discount the allegation. |



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| 12 | Complaint that TSSA did not investigate an incident | Suggested that Ombudsman contact the area Supervisor | The decision not to investigate was made because the scene had been altered and compromised. No meaningful investigation could be conducted. |
| 13 | Complaint that TSSA dismissed the allegation that a TSSA registered contractor is doing poor/unsafe work. | Suggested Ombudsman contact area Supervisor to investigate | Area Supervisor had the contractor audited and found that the contractor's work was satisfactory. |

Prepared by: Sandra Cooke, TSSA's Ombudsman