



Ombudsman and Whistle Blower Annual Report

May 1, 2021, to April 30, 2022

Purpose – For Information

This report provides information on the activities of the Ombudsman Office and the 3rd Party Whistle Blower Service in fiscal 2022.

Ombudsman's Office

From May 1, 2021, to April 30, 2022, the Ombudsman Office received 226 contacts. There were no open Ombudsman cases at fiscal year-end.

The contacts have been from the public (approximately 26%) and the regulated community (approximately 74%). Typically, most of the contacts are resolved by explaining TSSA regulatory requirements and in some cases, brokering a resolution between TSSA and the regulated party. To date, all regulated sectors have contacted the Ombudsman's office. As with previous years, most of the contacts involve the fuels safety program, totaling 48% in FY22.

Last year, there was a large increase in inquiries regarding certification and exam services. This year, it was specifically tracked and represented 21% of the contacts. Although these services improved during the year, the issues included scheduling of exams (difficult for TSSA to control due to Covid) and timeliness of exam marking and issuance of certificates.

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 39 reported cases in FY2022. All cases were addressed and closed. 15 cases pertained to TSSA, 22 pertained to regulated parties and two cases were not within TSSA's jurisdiction.

Regarding the cases concerning TSSA:

- Six cases pertained to TSSA's website including spelling and grammatical errors. The website was updated as appropriate.
- One case pertained to TSSA forms which did not require updating.
- One case pertained to an inspector's driving which was addressed by human resources.
- Two cases were from the same reporter regarding the same complaint about accommodation when writing exams. This was investigated and TSSA was able to accommodate the candidate within reasonable limits.
- Two cases pertained to TSSA's invoicing, account updates and customer service. The customers' issues were resolved.
- One case pertained to internal hiring practices which was addressed by human resources.
- One case required investigation of an inspector's practices. The allegations were investigated and found to be unsubstantiated.
- One case involved a complaint that TSSA's inspector was not following the plant's policies and procedures. This was resolved by dispatching a different inspector.

Regarding the cases concerning regulated parties:

- Five cases were closed where there was insufficient information to proceed and requests for additional information did not get a response.
- Nine cases required an inspector to be dispatched:
 - Seven cases confirmed non-compliances and orders were issued as appropriate.
 - Two cases, the alleged non-compliances could not be substantiated.
- Seven cases pertained to businesses/people operating/working without a TSSA authorization:
 - Four cases required enforcement action.
 - Three cases found that they had a valid TSSA authorization.
- One case alleged that a TSSA training provider was not training to the approved curriculum. This was investigated and found untrue.

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