



Ombudsman and Whistle Blower Annual Report

May 1, 2024, to April 30, 2025

Purpose – For Information

This report provides information on the activities of the Ombudsman Office and the 3rd Party Whistle Blower Service in fiscal 2025.

Ombudsman's Office

From May 1, 2024, to April 30, 2025, the Ombudsman Office received 197 contacts. There were no open Ombudsman cases at 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. Similar to last year, certification had the highest number of inquiries to the Ombudsman's Office at 45%. However, the volume of inquiries declined from the previous year. The Ombudsman Office received a number of inquiries that represented the customer's first point of contact with TSSA and requests were moved forward to the appropriate department for response. Of the issues raised, the two areas of concern were obtaining a certificate and booking exams. TSSA is aware of these issues and currently has a strategic initiative for the streamlining and improving customer experience for exams and certification.

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 127 reported cases in FY2025. All cases but one were addressed and closed. The following provides a breakdown of the reported cases:

- 25 cases were closed as were not under TSSA's jurisdiction.
- 95 cases involved regulated parties.
 - 25 cases were closed as there was insufficient information to investigate.
 - 40 cases were investigated and were found to be compliant.
 - 23 cases were investigated and corrective action including enforcement was taken.
 - 7 cases were resolved by providing information/advice.
- 6 cases involved TSSA employees/processes/policies specifically.
 - Engineering communication
 - Customer Service response
 - Certificate renewal
 - Customer communication
 - Fees
 - Inspector behavior

Each of the 6 cases were actioned to correct the situation/issue as appropriate.

Prepared by: Sandra Cooke, TSSA's Ombudsman