



Ombudsman and Whistle Blower Annual Report

May 1, 2018 to April 30, 2019

Purpose – For Information

This report provides information and a status update on the Technical Standards and Safety Authority's (TSSA's) Ombudsman Office and 3rd Party Whistle Blower Service.

Status – Ombudsman Office

From May 1, 2018 to April 30, 2019, the Ombudsman Office received 169 external contacts and 30 internal contacts. There were no open Ombudsman cases at year-end.

The internal contacts were normally facilitated by simply listening and letting them come to their own resolution or the Ombudsman reporting the issue to the appropriate department and/or Leader for action.

The external contacts have been from the public (approximately 40%), the regulated community (approximately 50%) and 10% from other parties. Typically, most of the contacts are resolved by explaining TSSA regulatory requirements and in some cases, providing potential remedies. To date, all regulated sectors have contacted the Ombudsman's office. Most of the contacts, 55%, are concerning the Fuels Safety program. There were no major cases during FY2019 and most cases were resolved the same day.

Status - 3rd Party Whistle Blowing Service

TSSA launched its independent 3rd party Whistle Blowing Service in August 2017. It 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 personnel or to complain about TSSA activities/processes. There were fourteen reported cases in FY2019. Of the fourteen cases, only one remains open. Although the Whistle Blowing service was primarily designed to confidentially report alleged TSSA wrong doings, it has had the added benefit of providing an independent external service so that persons can confidentially and securely report alleged wrong doings by parties regulated by TSSA. Ten of the fourteen reported cases pertained to regulated parties and the remaining four concerned TSSA employees.

Regarding the 4 cases concerning TSSA employees:

- one case was investigated and the allegation was proven incorrect
- three cases were closed as there was not sufficient information or direction on how to proceed and requests for such information or direction were not replied to

Regarding the ten cases concerning regulated parties:

- one case remains open
- one case was not within TSSA's jurisdiction
- two reporters withdrew their cases
- one case was investigated, the allegation was partially substantiated and corrective action was taken
- one case could not be investigated as the reporter's permission was needed to proceed with the proposed investigation and that permission was not received
- four cases were closed as there was not sufficient information to proceed and requests for such information were not replied to

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