



# Ombudsman and Whistle Blower Annual Report

## May 1, 2023, to April 30, 2024

### Purpose – For Information

This report provides information on the activities of the Ombudsman Office and the 3<sup>rd</sup> Party Whistle Blower Service in fiscal 2024.

### Ombudsman's Office

From May 1, 2023, to April 30, 2024, the Ombudsman Office received 307 contacts which greatest number since the Ombudsman's office launched. 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. Fiscal 2024 was unique in the certification had the majority of contacts, at 54%. Every other year previously, the majority of contacts were fuels related.

Certification issues included:

- Response time
- Inability to renew their certificate.
- Delays in gaining a new certification.

These issues were brought forward to the Executive Leadership Team and the Certification Department's Management Team. Changes to process, resourcing and technology were prioritized for implementation in the short term to help address these issues. A fulsome review of the exam and certification process is a strategic initiative for fiscal 2025 to develop and implement a holistic solution to improve the experience to meet customer expectations.

### 3<sup>rd</sup> 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 51 reported cases in FY2023. All cases but four were addressed and closed. Regarding the 51 cases, three cases pertained to TSSA, 43 pertained to regulated parties and five cases were not within TSSA's jurisdiction.

Cases involving TSSA:

- The three cases involved TSSA inspectors. Each was investigated and the allegations were not substantiated.

Cases involving Regulated Parties:

- Ten cases were closed because there was insufficient information to proceed and requests for additional information did not get a response.
- Eleven cases involved a non-operating elevator in a residential building in Windsor. Inspection investigated and found the following:
  - The elevator had been in a flood and needed repairs before it could be safely put back into service.
  - It is an older model and parts have a long delivering time.
  - The elevator does not have a licence and thus requires an application and inspection for reinstatement.

As soon as it is ready for inspection, TSSA will expedite so that the elevator can be put back into service as soon as possible.

- Eighteen cases, in addition to the eleven Windsor elevator cases, required an inspector to be dispatched or intervene:
  - Ten cases confirmed non-compliances and orders were issued as appropriate or corrective action was taken.
  - Eight cases confirmed the site/business/person were compliant.

**Prepared by:** Sandra Cooke, TSSA's Ombudsman