

Office of the
Ombudsman
Annual Report

2023



Canada Post • Postes Canada

Ombudsman

Who we are

The Office of the Ombudsman is independent of Canada Post staff and management and reports directly to the Chair of the Board of Directors.

It gives Canadians another avenue if they feel Canada Post did not live up to its service commitments.

We get involved when Canada Post's own processes have not resolved the issue, and we are the final appeal forum when a disappointed customer seeks redress beyond Canada Post's complaint resolution process. We investigate customer complaints, seek clarification, confirm the facts, and recommend fair and equitable solutions.

We also complement Canada Post's continuing commitment to quality and customer experience. By identifying trends, focusing on prevention, and recommending changes where warranted, we provide Canada Post with another perspective to improve service. We see every case as a learning opportunity for the Corporation to identify preventative or mitigating measures. This feedback loop is an integral element of our day-to-day work – and of our value to Canadians.

How we operate

We promptly acknowledge and review customers' appeals. We communicate our next steps within five business days. The complexity and severity of the issue then determine how quickly we are able to investigate an appeal. The process works this way:



1 Submission of an appeal online at [canadapost/ombudsman](https://canadapost.com/ombudsman).



2 Triage based on severity and impact.



3 Investigation with corporate and local management (and third parties as required) and mediation.



4 Feedback to customer, local management, and senior executives.



5 Follow up as required, to ensure solutions are sustained.



Highlights of 2023

In 2023, the total number of appeals filed with our office remained almost flat compared to the previous year. We received 4,960 appeals compared to 4,955 in 2022, an increase of 0.1 per cent.

Two complaint categories represented 49 per cent of all investigations completed:

- Mail that was damaged, lost or missing.
- Compensation offered by Canada Post was deemed unfair.

When compared to the previous year, 2023 saw small increases in complaints about: mail that was damaged, lost or missing; return-to-sender issues; mail delivered to the wrong address; and behaviour of delivery employees.

The number of appeals related to the *Canadian Postal Service Charter* increased by 3.7 per cent, compared to the previous year. The top reported issues were missing or damaged items, and difficulty reaching customer service. Together, they represented 83 per cent of all appeals relating to the Charter.

Of the 2,374 cases for which we completed an in-depth investigation, 28 per cent resulted in corrective action. For the rest, our investigation supported Canada Post's decisions and actions.

Slightly more than half the filings received did not result in an in-depth investigation because customers withdrew their submission before our investigation concluded, or did not provide the necessary documents, or reached out to us before Canada Post had the opportunity to fully address their issue.

In 2023, we were pleased to see progress in all areas where we had identified recurring issues.

We remain committed to working with all customers to make the appeal process fair, unbiased and confidential.



Key statistics

The number of appeals we received was almost flat compared to 2022.



Appeals received:

4,960

(0.1% increase)



In-depth investigations:

2,586

(52.1% of all appeals)



Investigations resulting in Canada Post's remediation:

653

(28% of all investigations)

Top appeals



Missing or damaged item:

652

(18% decrease)



Compensation deemed unfair:

517

(4% decrease)



Employee interaction:

187

(12% increase)

Leading types of appeals submitted in 2023

- The customer's parcel went missing or the content was damaged during delivery.
- The customer felt Canada Post's indemnity in a claims dispute was unreasonable.
- The customer was unhappy with their experience when interacting with Canada Post staff (at a retail counter or with a delivery agent or customer service agent).
- The customer's parcel arrived late.
- The mail forwarding service did not work as expected.
- The customer reported issues when an item was returned to sender.
- Mail was delivered to the wrong address.

A few recommendations to help you avoid postal issues:

1. If you're mailing at a post office, ask about the options to insure a parcel for loss or damage. Consider asking for a signature, especially for valuable items.
2. Know who you are dealing with when you buy goods online. Canada Post cannot assume liability for fraud by a shipper or receiver.
3. To avoid being defrauded, do not send money through MoneyGram to someone you do not know.
4. Use proper packaging. Only you know the physical characteristics of your item and how to secure it as it goes through processing equipment.
5. Address your shipment properly to a specific address, not just a person. If the mailing address is incomplete, Canada Post will not speculate on where to deliver it.
6. Canada Post's Mail Forwarding and Hold Mail services are for Lettermail™, not parcels. If you order online or are expecting a parcel, give the sender your new address.



Some common requests that we cannot help with:

1. Intercepting an item in Canada Post's network before delivery. This is extremely difficult and illegal without proper authorization.
2. Changing the destination address of an item after it is posted.
3. Settling a claim for loss or damage with the receiver rather than the sender, who is the party contracted with Canada Post to deliver it.
4. Setting corporate policies, such as product specifications or pricing, or recommending disciplinary action that involves Canada Post's relationships with employees, contractors or suppliers.

Contact us:

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