

Appeals to the Ombudsman in 2011

Summary

- The Ombudsman is the final appeal authority for postal-service complaints that have not been resolved to a customer's satisfaction by Canada Post including complaints about compliance with the *Canadian Postal Service Charter*.
- Appeals to the Ombudsman increased by 105% in 2011 over the previous year for a total of 9,163 complaints resulting in 2,835 investigations.
 - A significant portion of the increase was due to access issues with Customer Service resulting from infrastructure changes implemented during the year. This resulted in 4,067 complaints being referred back to Canada Post for investigation and resolution.
 - A total of 2,261 complaints were withdrawn by customers and did not require investigation.
 - Two-thirds of the 2,835 appeals investigated required corrective action by Canada Post in the form of monitoring, improved quality, training and/or compensation.
- Of the 9,163 complaints received, 5,451 related to the *Canadian Postal Service Charter* and 1,384 required an investigation.
- Seven recommendations were made to Canada Post for improved quality, daily delivery, sales and service processes, and reporting and monitoring. Progress for these recommendations will be monitored in 2012.
- Customers continued to express their satisfaction with the Ombudsman's office in 2011.

Customer Satisfaction Results

- Overall customer satisfaction scores for the Ombudsman’s office remained strong in 2011.
- The strongest scores were reported for:
 - “Taking the time to understand your complaint” – 9.1
 - “Dealing with you considerately and with understanding” – 9.1
- Areas for improvement are:
 - “Being thorough in investigating your case” – 7.0
 - “Providing an objective investigation” – 7.3



* Measured independently by Market Probe.