

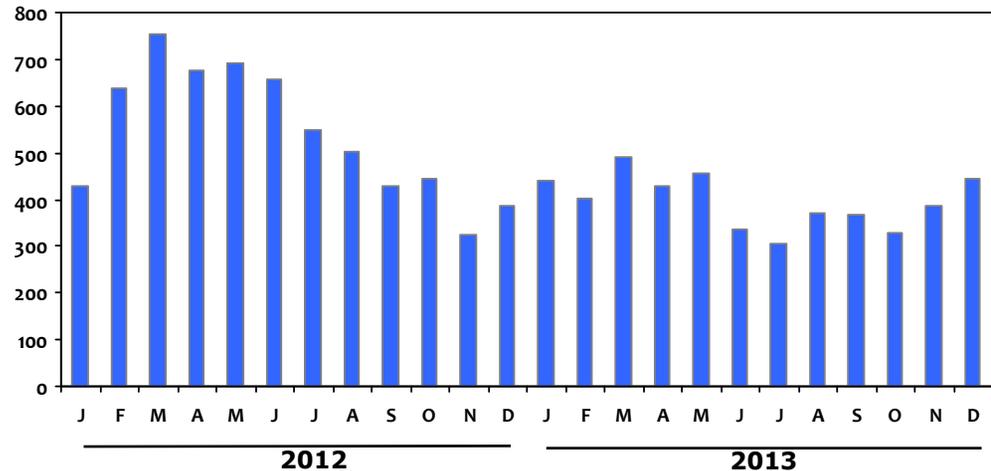
Appeals to the Ombudsman in 2013



Summary

- The ombudsman is the final appeal authority for customers unable to obtain a satisfactory resolution directly with Canada Post. The ombudsman also reports specifically on appeals pertaining to the *Canadian Postal Service Charter*.
- Appeals to the ombudsman declined by 27% in 2013 as a result of improvements made by Canada Post in the areas of on-time delivery, security of the mail and access to Customer Service for a total of 4,756 appeals. This resulted in 2,436 investigations and 60% of the appeals investigated resulted in corrective action by Canada Post (i.e. monitoring, improved quality, training and/or compensation).

Total Appeals to the Ombudsman



- In 2013, a number of appeals investigated involved the loss or theft of goods or documents while in the course of post or immediately after delivery. Personal identity papers and electronics represented the majority of the loss, and these losses could have been mitigated had customers purchased insurance coverage for the value of the contents.
 - Our investigations revealed that customers are not always aware of the option to purchase insurance coverage, and retail postal clerks do not always offer insurance coverage at the time of mailing.

Prior to November 15, 2013 the maximum available coverage to replace identity documents was \$500. As of November 15, the maximum available coverage was increased domestically to a maximum of \$5,000, and \$1,000 for items mailed to the United States or international destinations. This coverage applies to duplication costs to replace the lost documents or reissuing fees such as passport fees, immigration visa fees, driver's licence fees, birth certificate fees, cancellation fees and airline ticket reissuing fees.

- Our investigations also revealed that retail postal clerks are not always fully knowledgeable about the restrictions on coverage such as accepting electronic goods containing lithium batteries. Lithium batteries are designated as a dangerous goods under the *Transportation of Dangerous Goods Act*, Class 9 – Miscellaneous, and can only be shipped in Canada using surface services (i.e. *Regular or Expedited Parcels*). Our office investigated a number of appeals where items were mailed to the United States or international destinations that were unfortunately not delivered. While customers are responsible for complying with the *Dangerous Goods Act*, retail postal clerks should not accept these items if they are aware of the contents.
- These concerns are consistent with the concerns raised in 2012.

Summary

Canadian Postal Service Charter

- The Government of Canada established the *Canadian Postal Service Charter* in 2009 to describe its expectations regarding Canada Post's service standards and related activities in providing postal services that meet the needs of consumers of postal services in Canada. These expectations are not intended to modify or derogate from Canada Post's obligations as set out in the *Canada Post Corporation Act* or any other legislation.
- The Office of the Ombudsman provides Canada Post with data to identify areas of improvement specifically related to the *Charter*. Of the 4,756 appeals received, 1,250 appeals related to the provisions of the *Charter* were investigated representing a 30% decline over the previous year.
- The top issues in 2013 pertained to secure mail delivery and convenient access.
 - Secure Mail Delivery - the *Canadian Postal Service Charter* dictates that "Canada Post will take into consideration the security and privacy of the mail in every aspect of mail collection, transmission and delivery." The office investigated 756 appeals related to secure mail delivery and most of them dealt with the loss or theft of mail or mail delivered to the incorrect address. The number of appeals regarding secure delivery are consistent with 2012.
 - Convenient Access – the *Charter* states that "Canada Post will provide an extensive network for accessing postal services that includes retail postal outlets, stamp shops and street letterboxes, as well as access to information and customer service through the Canada Post's website and call centres." The office investigated 352 appeals falling in this category over the year and the majority involved customers encountering difficulty in reaching Customer Service. As a result of continued improvements to Canada Post's Customer Service Call Centres and to its website, the office saw a reduction of 61% over 2012.