

Ombudsman  
Annual Report

# 2018



Canada Post • Postes Canada

Ombudsman



## Highlights of 2018

In 2018, the overall number of appeals filed to our Office fell by 11 per cent compared to the previous year. This is the third consecutive year of decline in the number of appeals received, despite the significant increase in parcel volume generated with more online shopping over that period. The number of appeals declined by 8 per cent in 2017, and by 2 per cent in 2016.

Compared to 2017, we saw a decrease in 7 of the 10 most common kinds of appeal, including a 26 per cent decline in the largest appeal category, missing or damaged items.

Three things may explain this decrease in 2018: First, Canada Post's Operations were investing to address delivery irritants; second, the Lines of Business and customer channels reviewed policies and procedures that the Office identified quarterly; and third, there was a temporary suspension of parcel delivery guarantees during the holiday period due to the work disruption.

In 2018, we received 4,855 appeals, compared to 5,449 in 2017. Of the 2,020 cases we investigated, 45 per cent resulted in corrective action (compared to 46 per cent in 2017). In the rest, our investigation supported Canada Post's actions.

More than half the appeals did not result in a full investigation because customers withdrew their submission before our investigation concluded, or they had reached out to us before Canada Post had time to fully address their issue.

In order to prevent issues from recurring, the Office of the Ombudsman proposed 11 changes to Canada Post's policies and procedures during 2018, 10 of which were implemented.



## Key statistics

Despite much higher parcel volumes due to increased online shopping, the number of appeals we handled fell in 2018.



**Appeals received:**  
4,855  
(11% decline)



**Appeals investigated:**  
2,020  
(42% of all appeals)



**Investigations resulting in  
Canada Post's remediation:**  
901  
(45% of all investigations)

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## Top appeals



**Missing or  
damaged item:**  
376  
(26% decline)



**Compensation  
deemed unfair:**  
307  
(38% increase)



**Employee behaviour:**  
361  
(33% decline)

## Leading types of appeals submitted in 2018

- 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 deemed 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 customer felt the delivery agent did not attempt to deliver a parcel to the door but instead left a notice telling them to pick it up at a post office.

## 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 good 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 course of action within five business days. The complexity and severity of the issue determines how quickly we process an appeal. The process works this way:



**1 Submit** your appeal at [canadapost.ca/ombudsman](https://canadapost.ca/ombudsman)



**2 Triage** based on severity and impact



**3 Investigate** with corporate and local management, and third parties as required, and mediate a resolution



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



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

## To avoid having a postal issue, we recommend that you:

- Ask about the options to insure a parcel for loss or damage, especially for valuable items, if you're mailing at a post office.
- Know who you are dealing with when you buy goods online. Canada Post cannot assume liability resulting from fraud by a shipper or a receiver.
- Do not send money to someone you do not know through MoneyGram, to avoid being defrauded.
- Use proper packaging. Only you know the physical characteristics of your item and how to secure it as it goes through processing equipment.\*
- 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.\*
- Canada Post's Mail Forwarding and Hold Mail services are for Lettermail™, not parcels. If you order online or expect a parcel, tell the sender your new address.

## Some common requests that we cannot help with:

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

### Contact us:

**Office of the Ombudsman at Canada Post**  
PO BOX 90026  
OTTAWA ON K1V 1J8  
Telephone: 1-800-204-4198  
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\* Find packaging and addressing tips at [canadapost.ca](http://canadapost.ca).

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