

Ombudsman
Annual Report

2022



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 2022

Since the pandemic began in early 2020, the number of appeals filed with our office has increased and remained well above 2019 pre-pandemic levels. In 2020 and in 2021, many of the new appeals related to temporary changes Canada Post had made to how it delivered mail due to safety reasons. In 2022, all of these temporary changes were phased out and operations went back to normal. However, the number of appeals grew slightly.

In 2022, the total number of appeals filed with our office increased by 3.4 per cent compared to the previous year. We received 4,955 appeals compared to 4,792 in 2021.

Two complaint categories represented 48 per cent of all investigations completed:

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

When compared to the previous year, 2022 saw small increases in: compensation deemed unfair, mail forwarding issues, no delivery attempts, mail delivered to the wrong address, and behaviour of delivery employees. Having millions more Canadians working from home either full-time or part-time has increased the number of appeals happening at the point of mail delivery.

While the number of appeals decreased steadily between 2015 and 2019, going from 6,092 in 2015 down to 3,449 in 2019, the number of appeals has increased since the beginning of the pandemic in 2020. We do not believe this increase is a sign of deeper, more systemic issues.

The number of appeals related to the Canadian Postal Service Charter decreased by 223, or about eight per cent, compared to the previous year. This decrease was due primarily to fewer reported issues for the security of mail delivery, mostly from fewer items being damaged or missing.

Of the 2,259 cases for which we completed an in-depth investigation, 33 per cent resulted in corrective action. For the rest, our investigation supported Canada Post's decisions and actions.

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.



Key statistics

Despite lower overall parcel volumes at Canada Post and the end of temporary pandemic safety measures, the number of appeals we handled grew slightly in 2022.



Appeals received:

4,955

(3.4% increase)



In-depth Investigations:

2,259

(46% of all appeals)



Investigations resulting in Canada Post's remediation:

752

(33% of all investigations)

Top appeals



Missing or damaged item:

553

(7% decrease)



Compensation deemed unfair:

541

(11% increase)



Employee interaction:

167

(8% increase)

Leading types of appeals submitted in 2022

- 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.

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, 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 its employees, contractors and suppliers.

Contact us:

Office of the Ombudsman at Canada Post

PO Box 105

Gatineau QC J9H 5E4

Telephone: 1-800-204-4198

Fax: 1-800-204-4193

Email: ombudsman@canadapost.ca