

The attached letter to the Canada Post Ombudsman describes my most recent example of service deficiency at the Canada Post Corporation, and reflects several areas where the Corporation needs to consider initiating changes.

There is a need for local accessibility and accountability. When service problems arise, there is no clear or timely way to get them resolved at the local level. In my apartment building, for example, residents encounter, with frequency, instances of misdirected mail. Our only customer service option is a remote 800 number.

In my experience, calling the 800 number results in a significant wait while on-hold. Service agents have been of minimal assistance. Perhaps if they were more fully empowered to resolve problems customers would experience greater service results.

I suggest that the Corporation needs to create an organizational culture of quality. The legislative protection which it enjoys should not result in an ambience of complacency.

Ms. Jean Dirksen  
B.C.  
Sept. 1, 2008

Office of the Ombudsman, Canada Post  
P.O. Box 90026  
Ottawa, Ontario K1V 1J8

I am writing regarding a recent experience with Canada Post.

I serve as a Chair for the \_\_\_\_\_ . A package of dockets in preparation for a day of hearings was recently sent to me via Canada Post by Service Canada in Burnaby, B.C. Service Canada arranged for priority service which assured delivery by noon on August 21. I waited to receive delivery but it did not arrive by the assured time. A Canada Post delivery van was parked outside of my apartment building for more than an hour around the assured delivery time. There was no Canada Post staff person in or with the van, or anywhere in my building. I had a scheduled appointment and was out for a while in the early afternoon. I arrived home later in the afternoon and found a card in my post box indicating that Canada Post had attempted to deliver a parcel at 2:45 p.m., which was almost three hours after the time that the parcel was supposed to have been delivered. The card said that I could pick up the parcel at a local postal outlet in another business day. This was too late for my requirements so Service Canada prepared another copy of the set of dockets for me and I drove into Burnaby to pick them up.

I attempted to find a local contact to retrieve my parcel on the afternoon of the 21<sup>st</sup>. However, there is no local contact listed in the phone book. Rather, one is expected to call an 800 number for Customer Service. I called this number and the gentleman who answered advised that there was nothing I could do to access the location of my parcel that afternoon. I expressed my annoyance at the poor service scenario above and filed a complaint, which he said would be answered in 3 to 5 business days. I asked for the name and mailing address of the Canada Post CEO, but was denied this information. I asked to speak with the employee's supervisor but was also denied this. Seven business days have elapsed since I filed my complaint and I have still not received a reply.

My experience with unreliable Canada Post Service spans several decades in various Canadian provinces in which I have worked. The poor service had manifested as lost and misdirected mail, or lack of timeliness as shown above. The postal corporation enjoys legislated protection of its business and thus succeeds in continuing to operate regardless of service quality or customer satisfaction.

Yours Truly

Jean Dirksen

Cc Ed Fast, MP – Abbotsford  
Canada Post Corporation Strategic Review