

The Ombudsman at Canada Post

A balanced view on postal matters



What the Ombudsman can do for you

The Ombudsman:

- Is the **final appeal** authority for postal-service complaints that have not been resolved to your satisfaction by Canada Post.
- **Independently investigates** your complaint in a **fair, unbiased and confidential** manner to assess if Canada Post reasonably applied its policies and procedures in the initial handling of your complaint.
- **Makes recommendations** to Canada Post to implement case-specific corrective action or to address policy and procedural changes that have a broader application.

Canadian Postal Service Charter

The Ombudsman also investigates complaints about Canada Post's compliance with the *Canadian Postal Service Charter*.

For more information about the *Canadian Postal Service Charter*, please visit www.tc.gc.ca/cpservicecharter.

Appealing to the Ombudsman

To make an appeal, you must first give Canada Post the chance to resolve your problem with the postal service by contacting a representative at 1-800-267-1177 or online at canadapost.ca.

If Canada Post does not resolve your complaint to your satisfaction, you may appeal to the Ombudsman:

By facsimile

1-800-204-4193

Online

www.ombudsman.postescanadapost.ca

By mail

Office of the Ombudsman
PO Box 90026
OTTAWA ON K1V 1J8

For more information, call us at
1-800-204-4198.

What the Ombudsman does not do

The Ombudsman has **no legislative power** over Canada Post and **does not set corporate policy** on matters related to postal services.

For more information on the Ombudsman's mandate, please visit www.ombudsman.postescanadapost.ca.