



Office of the Ombudsman Annual Report 2025

Who we are

The Office of the Ombudsman operates independently of Canada Post’s management and workforce and reports directly to the Chair of the Board of Directors.

Our office acts as the final appeal authority for customers dissatisfied with how Canada Post has resolved their complaints. In response to customer appeals, we conduct impartial, confidential investigations, and recommend fair and equitable solutions.

We also provide an additional perspective to support improvement at Canada Post by identifying trends, focusing on prevention, and recommending changes as needed. We provide Canada Post with another perspective to improve service.

We see every appeal 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

When we receive an appeal, we promptly acknowledge and review the file and communicate next steps within five business days. The complexity, severity and impact of the issue determine how quickly an investigation can be launched. The appeal process is as follows:



1

Canada Post must first investigate and close a customer service ticket before the Office of the Ombudsman can accept an appeal.



2

Customers **submit** an appeal either online at canadapost-postescanada.ca/ombudsman, or by mail or fax.



3

Appeals are **triaged** based on severity and impact



4

An **impartial** and confidential investigation is conducted.



5

A **decision** is made to determine the final outcome of the investigation.



6

Feedback is provided to the customer, local management and senior executives.



7

Follow-up is conducted as required to ensure solutions are sustained.



Highlights of 2025

In many ways, 2025 was an unprecedented year. Canada Post experienced labour uncertainty and disruption throughout the year, including product-specific delivery bans, a national strike and local rotating strikes. Many businesses moved their deliveries to other carriers or switched to alternative forms of communication during the disruptions. This impacted the volume of mail and parcels handled by the Corporation and, as a result, the number of appeals our office received.

In 2025, the total number of appeals received by our office decreased by 19% per cent compared to the previous year. We received a total of 3,411 appeals in 2025, compared to 4,229 in 2024. Historically, a significant portion of customer appeals has been tied to parcel deliveries. In 2025, Canada Post's parcel volumes declined by more than 30 per cent, which directly contributed to a corresponding reduction in related customer appeals.

In-depth investigations

In 2025, we executed in-depth investigations on 1,786 appeals compared to 2,420 in 2024, a decrease of about 26 per cent. Two complaint categories represented 38 per cent of all completed investigations:

- Lost or missing mail; and
- Customer deemed the compensation offered by Canada Post as unfair.

What we heard from consumers

During the national strike, consumers had items stuck in the mail stream and they appealed to our office to request a search or extraction. The majority of these items contained important documents like passports, health cards and credit cards. When the national strike ended, consumers requested refunds for services such as Mail Forwarding, Hold Mail and postal boxes.

In addition, during the rotating strikes, delivery guarantees were cancelled and consumers appealed to our office because their items were delivered late.

What we heard from businesses

During the labour disruptions, multiple small to mid-sized businesses that had inducted Neighbourhood Mail appealed to us because they wanted it stopped, intercepted and returned to them. We also heard complaints about how the national strike had further negatively impacted the health of their business when they were still recovering from the 2024 national strike.

Mailing to the United States

The United States changed its tariff policy in 2025 when importing goods from abroad, including from Canada. These rules, in turn, impacted international mail requirements before products could enter the U.S. Our office handled many appeals for United States-bound parcels held at U.S. customs that were subsequently either returned to sender, held for a long time or

kept. This was a result of the United States imposing stricter regulations for goods entering the U.S., including the suspension of its duty-free de minimis threshold of US\$800 for all countries, including Canada. The types of items held were usually of higher value, like jewellery, designer goods (mostly handbags), precious metals (coins), and high-value electronics like smartphones.

Appeals related to Canadian Postal Service Charter

The number of appeals related to the Canadian Postal Service Charter decreased by about 18 per cent compared to the previous year. The majority of appeals related to missing or damaged items, and difficulty reaching customer service. Together, these two categories represented 80 per cent of all appeals relating to the Charter.

We remain committed to working with all customers to ensure the appeal process is fair, unbiased and confidential.

Key statistics



Appeals received:

3,411

(19% decrease from 2024)



In-depth investigations:

1,786

(26% decrease from 2024)



Investigations resulting in Canada Post's remediation:

454

(25% of all investigations)

Top appeals



Missing or lost item:

383

(32% decrease from 2024)



Compensation deemed unfair:

295

(38% decrease from 2024)



Damaged mail:

112

(32% increase from 2024)

Most common types of appeals in 2025

- Customers requested searches and the extraction of items caught in the mail stream during the national strike.
- Business customers wanted inducted Neighbourhood Mail stopped, intercepted and returned during the labour disruption.
- Customers considered the compensation offered for mail caught in the network during the labour disruption to be unfair.
- Customers reported parcels damaged during delivery.
- Customer expressed dissatisfaction with their interactions with Canada Post staff, including post office counter staff, delivery agents, and customer service agents.
- Customers reported late parcel delivery.
- The Mail Forwarding service did not work as expected.
- Customers reported issues with items returned to sender.
- Customers expressed dissatisfaction with their assigned mode of delivery.
- Customers experienced issues when mailing items to the United States following changes to duty-free de minimis rules.

Tips to help you avoid postal issues

1. Ask about available features and options when mailing parcels or letters at a post office, including liability coverage for loss or damage and signature on delivery. Consider selecting these options when shipping 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 reduce the risk of fraud, do not send funds electronically to someone you do not know.
4. Use proper packaging to ensure your item is secure as it goes through processing equipment.
5. Ensure a complete and accurate address label is affixed to your shipment. The label must include a valid mailing address, not just a recipient's name. If the mailing address is incomplete or incorrect, Canada Post cannot determine where to deliver the item.
6. Be aware that Canada Post's Mail Forwarding and Hold Mail services only apply to lettermail, not parcels. If you order items online or are expecting a parcel, be sure to provide the sender with your new address.



Common requests 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 has been mailed.
3. Resolving claims for loss or damage with the receiver of an item instead of the sender. Claims can only be submitted by the person or business that sent and mailed the item.
4. Setting corporate policies for Canada Post, including product specifications and pricing, or recommending Canada Post take disciplinary action against an employee, contractor or supplier.

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