

Complainant: KING SEAN HOUSE VON DEHN
 105-320 VIA CHIANTI GROVE NEPEAN ON K2J 6J6
gnosticwisdom37@gmail.com
 File Number: 20909
 Date of Decision: September 12, 2024
 Decision Approved by: Beth Lambert, Director, Investigations

We have completed our investigation into your appeal and are sharing our decision. We relied on the information made available to us to assess if Canada Post reasonably applied its policies and procedures in the handling of your complaint.

What led to your appeal

You received an incomplete delivery notice card (DNC) advising you that you had to retrieve Registered Mail™ item #RN 783 555 835 CA at the post office; however, Canada Post’s website showed that it had been successfully delivered to ‘D. Cote’. Although postal staff at the Rexall Pharmacy postal outlet found the item in their inventory, it could not be released as you were unable to provide proper identification (ID). You explained that you do not use such ID but rather a “thumbprint seal”. When asked to have the item redelivered to your address, your request was denied.

You raised concerns about the fraudulent handling of the item especially since Canada Post’s website showed the item as delivered and signed by someone else.

In emails to our office, you explained that you eventually found out that the sender of the item in question was the City of Ottawa which was required for the renewal of a housing subsidy. The non-receipt of the item resulted in you receiving a notice ending your tenancy for non-payment of rent and the intent to evict you.

You provided a copy of the manifest and the envelop that was returned to sender. You raised your concerns about the altered date of acceptance as well as the fact that the scanning details show your item as delivered rather than scanned as returned to sender.



CANADA POST / POSTES CANADA

Registered Receipt (Bulk)
 This receipt is necessary if enquiry is desired. Fragile and perishable articles are not indemnified against damage. Indemnity and loss information is available on request from your Postal Outlet.

Récépissé (en nombre) Recommandé
 À produire en cas de réclamation. Aucune indemnité ne sera versée pour l'avarie d'un objet fragile ou périssable. Vous pouvez obtenir des renseignements sur les indemnités et les droits à votre installation postale.

Sender / Expéditeur: Kelly Knitsch Rent Supplement.
 26-57

Sender Instructions - Note: Bulk Receipt is to be completed for 3 or more items. Present mailings at any Postal Outlet.
 A. Complete and remove customer receipt.
 B. Remove paper backing from receipt.
 C. Affix receipt to this form.

Instructions pour l'expéditeur - Avis: Récépissé en nombre, pour 3 articles et plus. Doit être complété avant de déposer à l'installation postale.
 A. Remplissez et retirez le récépissé du client.
 B. Retirez la pellicule protectrice du récépissé.
 C. Collez le récépissé sur cette formule.

Delivery confirmation may be obtained by calling 1-866-550-6333 or through the internet at www.canadapost.ca.

Une confirmation de la livraison peut être obtenue en composant le 1 800 550-6333 ou par internet au www.postescanada.ca.

MAY 23 2024

(1) REGISTERED DOMESTIC CUSTOMER RECEIPT / RECOMMANDÉ RÉGIME INTÉRIEUR REÇU DU CLIENT

To / Destinataire: King Sean House von Dorn
 105 320 Via Chianti Grove
 Ottawa, Ont. K2J 6S6

FOR DELIVERY CONFIRMATION / CONFIRMATION DE LA LIVRAISON
 1-888-550-6333

BP COLONNADE PO
 NEPEAN ON
 K2B 4V0

(2)

(3)

Your request

To be provided at least \$100,000 for defamation, fraud, and for harassment from Rexall staff (issuing a no trespassing order; employee unwilling to provide their last name, staff engaged in fraud and signing for the item without your consent) and that the matter be investigated.

What we found

Delivery service and carding process

When delivery cannot be completed, a DNC will be left at the address. The item is then transferred to a post office or RPO for pick-up. If the item has not been retrieved after five days, a final notice card is generated by the retail point of sale system and mailed to the customer stating that they have 10 calendar days to retrieve the item. Customers have **up to 15 calendar days** to retrieve an item once it has been delivered to the post office for pick-up. If no one retrieves the parcel after 15 calendar days, it is returned to sender as "unclaimed".

Canada Post will not attempt a second delivery after an item has been forwarded to a customer's local post office for pick-up.

DNC process

Canada Post's procedures for completing a DNC require delivery agents to print the following information and leave the notice at the door or in the mail receptacle:

- current date
- receiver's first and last name, as specified on the mail item
- receiver's address
- check off the date and time the item will be available for pick-up
- Amount owing, if applicable.

The DNC shows that customers will need to meet identification requirements before an item can be released to them.

Delivery
notice

Avis de
livraison



Valid identification is required to pick up your item. See reverse for identification requirements.

Identification valide requise pour ramasser votre article. Voir au verso pour exigences d'identification.

Identification

When a customer goes to their local post office to pick up an item, procedures state that customers must provide one piece of acceptable government-issued photo ID before their item can be released.

If the first piece of government-issued photo ID does not have the applicable address, or when in doubt, clerks should ask the customer to provide proof of residence. This must be an original document that includes the name and applicable address of the individual.

Once the customer has provided the proper ID and supporting documentation, the clerk should record the parcel as “successfully delivered” in the system and release the item to the customer. If the transaction cannot be completed, the item will be returned to sender.

The above delivery procedure is applied nationally and cannot not vary.

Professionalism and respect

Canada Post employees are expected to demonstrate a respectful and professional image when dealing with customers. It is equally important that **all customers** demonstrate the same behaviours during their interaction with postal employees.

Safety

Canada Post, as a federally regulated employer, is legally obligated to comply with safety regulations of the *Canada Labour Code* and must take the necessary precautions to ensure the safety of all employees.

When employees raise concerns about situations that jeopardize their safety, procedures are in place to ensure that management validates all safety concerns and takes appropriate action, when required, including Canada Post conducting a Workplace Violence investigation.

If an employee, contractor, or other customers are subjected to aggressive behaviour in any form, including but not limited to violence, harassment, threats, intimidation, inappropriate language or bullying, necessary steps will be taken to protect employees. If a customer demonstrates confrontational or aggressive behaviour, service or entry to a post office can be refused.

Retail Postal Outlets (RPO) and banning customers

RPOs are either owned by Canada Post or operated by a private business. RPOs that are operated by a private business are referred to as authorized dealers by Canada Post. They have a contract with Canada Post which allows them to sell postal products and offer postal services. As Canada Post is not the owner of these businesses that host postal outlets, it has no authority over how the business manages its business or premises including guidelines

about employee's personal information. This means that if the host business finds it necessary to ban an individual from the premises, they are well within their rights to do so. Any disputes regarding such a decision are between the customer and the host business, not Canada Post.

The Rexall Pharmacy located at 900 Greenbank Road is the host business for the Canada Post Retail Postal Outlet.

FlexDelivery™

Canada Post introduced a service called FlexDelivery™ which gives customers the ability to have their online purchases delivered to an automated post office of their choice provided the merchant ships to a post office box address. In order to use this service, consumers must register online to obtain a unique identification number and a standardized post office box address to use when shopping online. When the item arrives at the post office, the customer will be notified by email that their item is ready to be picked up. This is a service you might want to consider using for your future mailings as it would ensure that parcels are brought to a convenient location.

Compensation

Registered Mail™ service comes with a built-in indemnity of up to \$100 for items that are declared lost or damage in the mail stream provided proof of value is demonstrated. If the contents are documents, as they have no intrinsic value any compensation provided would be for the cost to reissue them documents, and it would be provided to the sender.

Canada Post's scanning details regarding Registered Mail™ item #RN 783 555 835 CA show that the item was first processed on May 22 at the Ottawa Mail Processing plant and then later scanned as inducted into the mail stream on May 23. It then went out for delivery the next day and a DNC was left that day at 10:56 AM. Scanning details show that the item was 'redirected' on May 28, processed on June 13 and delivered/signed on June 14 by 'D Cote'.

When a customer submits a claim, Canada Post Customer Service will investigate by gathering and reviewing all relevant information regarding the claim and assess if the item is eligible for compensation under its Terms and Conditions. Canada Post is not liable for any claim arising from the loss, delay or mishandling of anything posted.

Canada Post's records show you contacted its Customer Service because it showed that your item was signed by 'D Cote'. The matter was escalated, and records shows that you were provided with a no trespass order by the Rexall pharmacy and that Canada Post Corporate Security department was made aware of the situation. You were subsequently referred to our office.

For further information, please see attached Appendix.

Our Decision and Actions Taken

Handling and scanning of your item

As you could not present valid government-issued photo ID, the postal clerk followed procedures by refusing to release the item to you.

That said, our investigation revealed that your item was scanned as 'redirected' when it should have been scanned as "return to sender". Furthermore, in an effort to assist you, rather than returning your item to sender immediately which was procedure, local management kept your item at the postal depot in the hopes that you would pick up the item with proper ID, which you did not. This explains the gap between the May 28 scan and the delivered scan and signature captured on June 14. Canada Post confirmed that the item was returned to the City of Ottawa, and it speculates that 'D. Cote' is the person responsible for retrieving mail on behalf of the City. These errors were brought to management's attention for review and action as required.

Regarding your concerns about the altered date of the acceptance scan, we are unable to provide specifics due to the time that elapsed since the mailing; however, it coincides with the internal scanning details that show the item was manually sorted at the Ottawa plant on May 22 at 8:02 PM and again on May 23 at 2:31 AM before it was sent to the local depot responsible for mail delivery to your address early that same day.

Delivery to an address and DNC process

Local management confirmed that the delivery agent responsible for delivery of the item in question did not complete the DNC per procedure. This has been reviewed with the employee.

Local management also confirmed that the delivery agent continues to deliver to your address; however, any item requiring personal contact will be carded (per procedure) and either brought to the Shoppers Drug Mart located at 3781 Strandherd Dr or held at the local depot (1970 Merivale Road) for pick up. Please note, you **must show proper ID** to retrieve these items, and if not picked up within 15 calendar days, it will be returned to sender.

Please note, having your item brought to another postal outlet or postal depot is not procedure. This is being done as a courtesy. Canada Post cannot guarantee that this will be done each time; therefore you might want to consider Canada Post's FlexDelivery™ service.

Professionalism, safety and being banned from post office

There is an expectation that RPO staff and customers remain professional at all times. Aggressive, abusive, or ill-mannered behaviour towards employees will not be tolerated.

In this case, the host business (Rexall Pharmacy) found it necessary to ban you from its premises due to the inappropriate behaviour you demonstrated towards its employees and there was a situation where your conduct led to the intervention of the police.

As Canada Post is not the owner of the business that hosts the RPO, it has no authority over how the business manages its business or premises. As such, we cannot intervene in the decision to issue you a no-trespass order; however, we support its right to make such a decision. This is a matter between you and the Rexall Pharmacy, not Canada Post. Following the 'no trespass' order, you are **not** permitted to enter the Rexall Pharmacy located at 900 Greenbank Road and we will not challenge such decision.

Compensation

As the Canada Post Corporation Act limits its liability; we cannot make recommendations to Canada Post that would contravene the Act. Therefore, we cannot support your request for compensation.

Conclusion

Our role is to ensure that Canada Post's policies and procedures are applied in a fair and consistent manner for all users of the Canadian postal service and in this case, your request for compensation cannot be granted. Delivery procedures were applied when retail staff refused to release the item to you due to lack of proper ID.

That said, procedures were not followed when the wrong scan was applied to your item and when your item was held longer than the 15-calendar day period, and we are satisfied that this has been reviewed with the appropriate employees. It is essential that customers report such discrepancies to our office so that we can have the opportunity to follow up with Canada Post and ensure appropriate procedures are being followed and for coaching purposes when applicable.

In closing, we must point out that although you have access to other postal outlets in the area, it is important to remain professional when you go to other post offices / postal outlets. We strongly encourage you to authorize a third party to pick up mail on your behalf or to consider the FlexDelivery™ option for items that require personal contact. Once again, you **must present proper ID** to pick up such items, otherwise they will be returned to sender.

As this concludes our investigation of your appeal, your file is now closed.

Appendix

Delivery Procedures

Canada Post's procedures state that mail items not requiring a signature, collection of funds or proof of age (known as personal contact items) and that fit in the customer's mailbox will be delivered to the mailbox.

Items requiring personal contact, or that do not fit in the customer's mailbox (or parcel compartments if any), requires the delivery agent to attempt delivery to the door.

If delivery is unsuccessful, a delivery notice card is to be left at the customer's address and the item will be transferred to the assigned post office for the customer to retrieve.

Service at Postal Outlets

Postal outlets are expected to meet the operational and service quality standards defined by Canada Post for its authorized dealer network. Training is provided to all postal employees and consists of all aspects of products and services, operating and service expectations as well as the importance of providing courteous service to customers. Dealers must ensure compliance to Canada Post training requirements for all its employees.

Registered Mail™

Registered Mail™ service is available for Lettermail™ items mailed in Canada for delivery in Canada and is subject to the Lettermail™ General Terms and Conditions.

Registered Mail™ service is offered to customers who require proof of mailing and/or proof of delivery. The service secures the signature of the addressee or the addressee's representative and provides the sender with a mailing receipt. This service does not include an on-time delivery guarantee.

Identification

When picking up an item at the post office, customers must show acceptable identification. It must be the original, valid, government-issued photo identification with a unique identifier number. If the photo identification does not contain the home address (for example, a passport), proof of residency is also required. The following photo identification is accepted by Canada Post:

- Canadian Forces Identity card
- Canadian National Institute for the Blind ID card
- Canadian/Foreign Passport (with proof of residency)
- Certificate of Indian Status Card
- Driver's licence (Canadian / Foreign)
- Firearms Acquisition / Firearm Possession Card
- Health card with photo where not prohibited
- Permanent Resident card
- Provincial / Territorial Identification card

For more information regarding acceptable identification and a link to a sample Letter of Authorization, please visit the Canada Post website at: [What ID is required to pick up mail at the post office? | Canada Post](#).

Employee Safety

Canada Post takes the security of its postal staff very seriously and recognizes conditions that may jeopardize employees' safety. Whenever postal workers feel threatened by a customer, or any other individuals, at their place of work, they should not hesitate to contact the local police. They are also required to report such incidents to their supervisors who will then assess the hazard and forward any related details to the Security and Investigation Services, who will determine what remedial action is necessary.

Canada Post must demonstrate due diligence in complying with the safety regulations of the Canada Labour Code as well as the employee safety obligations underlying Bill C-45 of the criminal code. As such, it is not unreasonable for Canada Post to be concerned about the safety of its employees.

Postal Service Options

Letter of Authorization

A letter of authorization is a document that allows you to designate a person to pick up mail or apply for postal services on your behalf. For more information regarding a letter of authorization and a copy of Canada Post's letter of authorization at: [Letter of Authorization | Canada Post \(canadapost-postescanada.ca\)](#).

Canada Post FlexDelivery™ service

FlexDelivery™ gives customers the ability to have their online purchases delivered to an automated post office of their choice, near their home, their work, or anywhere else that is convenient to them anywhere in the country provided the merchant ships to a post office box address. Customers must register for [FlexDelivery™](#) service.

How to use FlexDelivery™

1. Sign up online for free - Use the name and address on your [government-issued photo ID](#) to verify your identity.
2. Choose a pickup post office - This is the post office location where you want your item to be delivered.
3. Use your FlexDelivery™ address instead of your usual mailing address - When you shop online, use your FlexDelivery™ address as the shipping address at checkout. A retailer must be able to deliver to a PO Box. You can then track your purchase online.
4. Receive a delivery notice - When your parcel arrives, we'll let you know by email or through our app.

5. Pick up your parcel - Present your [government-issued photo ID](#) at the post office to pick up your purchase.

Compensation

Since documents have no intrinsic value, any compensation provided to a customer would be for the cost to duplicate/reissue the documents, and in such cases, customers must provide receipts to Canada Post prior to issuing any compensation to the sender.

The *Canada Post Corporation Act*, Section 40, states that the Corporation is not liable to any person for any claim arising from the loss, delay or mishandling of anything posted. This information can be found at [Canada Post Corporation Act \(justice.gc.ca\)](http://justice.gc.ca).