

Facebook Weekly Update: July 31, 2017 – August 4, 2017

“Woman’s mail mishap resolved”

Last week a woman contacted the Ombudsman Office seeking assistance in receiving her mail. The woman and her family had recently moved, and had placed a change of address with the Post Office. But then the woman received no mail at all. When she went to the Post Office to inquire about her mail, she learned that the person who had lived in the home before her had the same last name. Now all of her mail which she should be receiving at her new home was being forwarded to the previous resident. The previous resident had brought her the utility bills, knowing that the woman would need to make payments. But the woman was concerned that someone else was getting her mail and wanted to have the problem resolved. The woman had made multiple trips to her Post Office and the previous tenant’s post office as well, but she continued to not receive any mail.



The Ombudsman contacted the supervisor to report the woman’s mail problem. The supervisor contacted both the local branches and alerted them to the address change and the name situation so the matter could be finally resolved. The supervisor also mailed the woman a confirmation of the address change to prove that the problem was resolved. The woman received the confirmation and now routinely receives her mail.

THE OMBUDSMAN column, a production of the Joint Office of Citizens’ Complaints, summarizes selected problems that citizens have had with government services, schools and nursing homes in the Dayton area. Contact the Ombudsman by writing to Beerman Building, 11 W. Monument Ave., Suite 606, Dayton 45402, or telephone (937) 223-4613, or by electronic mail at ombudsman@dayton-ombudsman.org or our website at www.dayton-ombudsman.org.