



Application for Postal Dispute Resolution

Please read the accompanying notes before completing this form.

Where application is being completed in writing please write clearly and accurately.
Use UPPERCASE letters.

Please complete and send the application form
and all supporting documentation to

postaldispute@comreg.ie

GDPR Information Our Privacy Notice explains what personal information we collect and use about individuals, what we do with it and why. The link to our updated Privacy Notice is <https://www.comreg.ie/privacy/>

If submitting **by post**, please send to the attention of

Postal Dispute Resolution, Consumer and Retail Services Team at the below address

Please note that original paperwork will not be returned.



If completing in writing please write clearly and accurately and use UPPERCASE letters.

1. Details of individual submitting dispute

1.1 Name:

1.2 Postal address

(for written correspondence):.....

..... Eircode:.....

1.3 Phone:

1.4 E-mail:

1.5 Are you submitting this dispute as a private individual or on behalf of a business?

☐ Private Individual ☐ Business

Registered business name:.....

Registered business number:.....

1.6 Are you the postal service user impacted or are you a 'representative':

Postal service user
impacted

Representative

☐☐

Representatives must indicate their status
(e.g. Solicitor, Power of Attorney, Employee etc.)

1.7 Were you the sender or the intended addressee? ☐ Sender ☐ Addressee

If you were the sender, please confirm the addressee's postal address:

.....

.....

OR

If you were the intended addressee, please confirm if the sender has submitted a separate complaint to the postal service provider:

☐ Yes

☐ No

☐ Don't Know

1.8 Please provide your ComReg Consumer Care reference (if known/applicable):



2. Postal service provider's details

2.1 Postal service provider's name:.....

2.2 Please confirm that you complained to the postal service provider
about the issue which has resulted in this dispute: ☐ Yes ☐ No

2.3 Please confirm that you have completed your postal service
provider's procedures for resolving disputes (as provided for in its
code of practice): ☐ Yes ☐ No

2.4 On what date did you first notify your complaint to the postal service
provider? DD / MM / YYYY
____ / ____ / ____

2.5 If the postal service provider gave you a reference number
please write it here (if known):

2.6 What was the name of the postal service provider's main customer services contact person (or
persons) you dealt with? (if known):



3. Details of the dispute

- 3.1 In the space below, please provide please provide the basis for the dispute, why you remain dissatisfied with the resolution of the dispute by your postal service provider including details which may assist your case. Please write clearly and use additional pages if necessary.

Documentary evidence should be provided, where possible, to support the application.



4. Remedies and redress

- 4.1 What do you want the Postal Service Provider to do in order to resolve this dispute? Please provide details in the space below. *Please write clearly.*

- 4.2 Do you want reimbursement of payments? ☐ Yes ☐ No

- 4.3 If yes please indicate below how much and provide an explanation justifying the reimbursement of payments amounts claimed. *Please write clearly.*

How much?

€

Explanation:

- 4.4 Do you want compensation? ☐ Yes ☐ No

- 4.5 If yes please indicate below how much and provide an explanation justifying the compensation amounts claimed. *Please write clearly.*

How much?

€

Explanation:



5. Declarations.

- 5.1 I understand and accept all of the conditions in the attached “Guidance notes” for completing this application form. ☐ Yes
- 5.2 I enclose, with this form, all documentation¹ available to support my application including the final response from the postal service provider. ☐ Yes
- 5.3 I confirm that this dispute is not being, nor has previously been, considered by another dispute resolution entity or by a court. ☐ Yes
- 5.4 I confirm that this dispute does not contain anything that has not been previously presented to my postal service provider for its consideration. ☐ Yes
- 5.5 I confirm I will pay the dispute resolution application fee (€15.00). ☐ Yes

Your signature:

Date:

¹ including copies of letters, e-mails, and/or records of phone calls made or received.



Guidance notes to the application form

The Commission for Communications Regulation (“ComReg”) has published its ‘Postal Dispute Resolution Procedures’² which should be read in full before completing the application form.

Please note that copies of all documentation received by ComReg in relation to a dispute will be made available to the other party involved (service provider). The onus is on the person submitting evidence or documents to redact any information they do not want to be considered as part of the dispute. Please note that original paperwork will not be returned.

1. Details of individual submitting dispute

Contact details of the applicant must be provided. This is the person to whom correspondence and contact in respect of the dispute will be directed.

If another person is making an application for dispute resolution as a representative of a postal service user, ComReg will request further information to verify this and confirm their authority to act.

Please indicate whether the application is being submitted by the sender or the addressee. The full postal address of the intended addressee should be provided in the circumstances that that it is a sender applying for dispute resolution. If it is the addressee who has been impacted, please indicate whether the sender submitted a separate complaint to their postal service provider. ComReg may request further information in this regard.

If ComReg’s consumer care team has previously issued a case reference number related to the dispute, it should also be provided.

2. Postal Service Provider’s details

The name of the postal service provider that the dispute relates to must be provided.

Confirmation that the complaint has been made directly to the postal service provider and that the complainant has completed the procedures for resolving disputes (as provided for in its code of practice) is also required. Postal dispute resolution cannot commence if complainants have not completed all the postal service provider’s procedures for resolving disputes.

Details of the date the complaint was first notified to the postal service provider must be provided. Any reference number given by the postal service provider should also be provided.

The name(s) of the contact person(s) dealt with in the postal service provider should be provided where known.

² Postal Dispute Resolution Procedures (ComReg 14/102a), [online]: <https://www.comreg.ie/media/2024/12/ComReg-24-102a.pdf>



3. Details of the dispute

This should set out the details of the dispute which the applicant wishes to be resolved.

It should detail the specific disagreement giving rise to the dispute and the relevant failure(s) that are alleged to have taken place.

All assertions should be supported by evidence where possible.

4. Remedies and redress

The remedies and/or redress sought should be outlined. Where relevant this should include any reasoning as to why the dispute should be resolved in the way suggested by the applicant.

Where possible evidence of any payments made (e.g. a receipt issued by a postal service provider for payment made to transmit a postal packet by post) should be provided in evidence.

Any limitations to compensation in the terms and conditions of the postal service used should be noted.

5. Declarations

Applicants must confirm that:

- the conditions detailed in these “Guidance Notes” are understood and accepted.
- all assertions are supported by documentary evidence where possible, including, insofar as possible, all documentation relating to exchanges between the applicant and the service provider relating to the complaint, including letters, e-mails, records of phone calls made or received, or other letters and contact between the applicant and the service provider, and a copy of the final response sent by the service provider.
- the issue in dispute is not currently or previously the subject of dispute resolution by another entity of court. Matters that are, or were, the subject of legal proceedings will not be accepted for dispute resolution.
- the complaint has been made directly to the service provider and that the applicant has completed the service provider’s procedures for resolving disputes in its code of practice. Postal dispute resolution cannot commence if all the procedures of a service provider’s code of practice have not been completed.
- the issue in dispute is not a new issue and does not contain anything that has not been previously presented to the postal service provider for its consideration. ComReg cannot consider a dispute for resolution that includes any new matters that have not had due consideration by the service provider.
- the applicant will pay the application fee to ComReg (€15.00). Applications can only be considered ‘valid’ for dispute resolution, if the required fee is paid.