



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Commission for Communications Regulation

Dispute Resolution

Summary of Resolution - Case P- [REDACTED]

The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The Applicant in this dispute sought compensation for an item sent in a packet from Ireland to Germany *via* the Respondent’s registered post service and which, the Applicant alleged, was not delivered. The Respondent did not accept that the item was not delivered.

ComReg found that the item sent was an article of pecuniary value enclosed in a registered postal packet addressed to Europe and that it was lost whilst in the custody of the Respondent. ComReg specified that for resolution of this dispute, the Respondent must pay the Applicant compensation for loss of an item sent by registered post and refund charges paid.