



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 (a tablet) sent in a packet and which was damaged whilst in the custody of the Respondent

The Respondent contended that the item was not appropriately packaged. The Applicant contended that the item was appropriately packaged and relied on the fact that the Respondent sold him the envelope.

ComReg found that the item was not adequately packed as is required by Condition 5 of the Respondent’s Terms and Conditions. In reaching this finding ComReg took into account the fragile nature of the item sent. The fact that the Respondent sold the envelope to the Applicant does not mean that the Respondent approved the packaging as suitable *per se*. Therefore ComReg did not consider that the Applicant had established a reasonable claim to compensation.

There were over four months between the Applicant’s initial contact with the Respondent’s Customer Advocate and the Respondent’s response. Compensation was awarded to the Applicant for failing to resolve the complaint within the timescales promised.