



## **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 two items sent via the Respondent’s international postal service which he contended took too long to deliver and an explanation as to why a letter which he sent by domestic standard post was returned to sender

In relation to the first complaint, no delay in delivery was found and no compensation was awarded.

In relation to the second complaint, a delay in delivery was found and it was indicated that the Respondent’s commitment to refund the postage paid to the Applicant was appropriate.

In relation to the third complaint, the Applicant had received an explanation from the Respondent in relation to what happened to his letter and an apology. This was found to be an appropriate response. It was found that the Respondent did not resolve the third complaint in accordance with the timeline committed to. The Respondent’s commitment to pay compensation for delay in processing complaints was found to be appropriate.