



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 dispute relates to the Respondent’s redirection service.

It was found that between mid 2023 and end 2025 at least ten letters addressed to the Applicant at her address were redirected by the Respondent in error as the Applicant had not requested a redirection service.

A measure was specified compensating the Applicant for inconvenience suffered and indicating that the Respondent could not put in place a redirection service from the Applicant’s address while the Applicant resided there.