



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 sought compensation for loss of an item (including compensation for the replacement value, consequential loss and for time waiting) which was sent by his wife using the Respondent’s standard post service to an address in the United Kingdom.

The Respondent accepted that the item sent was not delivered, agreed to refund charges paid and pay an amount for delay in resolving the complaint.

The Applicant in this case was not the sender i.e. “*the postal service user*”. ComReg found that in these circumstances, there was no “dispute” for the purpose of section 43(3) and no measure could be specified.