



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 loss of an item sent using the Respondent’s standard post service.

It was found that the item sent by the Applicant was lost whilst in the custody of the Respondent. The item was sent using the Respondent’s standard post service, which is not an insured service and therefore the Respondent was not required to pay compensation to the Applicant

A measure was specified indicating that the Respondent must compensate the Applicant for inconvenience suffered and reimburse the Applicant in full for the cost of postage.