



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 return of an item for failure to pay customs charges when the Applicant was not notified of such customs charges.

The Respondent explained that the reason the Applicant did not receive a customs notification was that complete customs data was not provided to the Respondent and as a result no custom charge notification was sent to the Applicant. ComReg accepted this explanation.

It was found that there was a delay in processing the Applicant’s complaint. The Respondent had given the Applicant compensation for delay in processing the complaint and it was found that this was appropriate.

The Respondent had given the Applicant compensation as a “*gesture of goodwill*” and it was found that this was appropriate.

A measure was specified indicating that the Respondent must compensate the Applicant for inconvenience suffered.