



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 related to the loss of a postal packet sent using the Respondent’s registered international service.

It was not necessary to determine whether or not the postal packet was delivered by the Respondent to the address in the Czech Republic or not as the Respondent had refunded the Applicant with the maximum amount of compensation payable under the Terms and Conditions and the postage paid.

The Respondent did not deliver the postal packet to the addressee initially. The Applicant was inconvenienced. Compensation for the inconvenience suffered by the Applicant was awarded.

There was a delay in processing the Applicant’s complaint. The prior payment by the Respondent to the Applicant of an amount for “processing delay” was appropriate.

A measure was specified indicating that the Respondent must pay the Applicant an amount for inconvenience in addition to the amounts previously paid.