



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.

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.

The payment by the Respondent to the Applicant for delay in meeting the response time provided for in the Respondent’s Code of Practice and the reimbursement of the cost of postage was appropriate.