



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Commission for Communications Regulation

Dispute Resolution

Summary of Resolution -



The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute relates to the Applicant’s complaint that the Respondent had provided a poor postal delivery service to his home.

It was found that one postal packet addressed to the Applicant was lost by the Respondent and two postal packets addressed to the Applicant in the State were delayed by the Respondent. The Applicant had established a reasonable claim for compensation and compensation was awarded.

It was found that the Respondent should pay the Applicant an amount to compensate for inconvenience suffered.