



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

## **Commission for Communications Regulation**

### **Dispute Resolution**

#### **Summary of Resolution - [REDACTED]**

The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to a claim for compensation by the Applicant on the basis that a postal packet which he sent to Slovakia using the Respondent’s registered post service was not delivered.

It was found that the Applicant had not established that the postal packet was not delivered and therefore he was not entitled to compensation for service failure.

The Respondent did not deal with the Applicant’s complaint properly or in accordance with An Post’s Customer Complaints resolution guide. A measure was specified indicating that the Respondent must pay the Applicant an amount for inconvenience in addition to the amounts previously paid.

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