



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 she sent to Northern Ireland using the Respondent’s standard post service was not delivered.

The postal packet 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 Applicant’s complaint was not dealt with within the timescale provided for in the Code of Practice. The review by the Respondent’s Customer Advocate of the Applicant’s complaint was not dealt with the timescale provided for in the Respondent’s Code of Practice. The Applicant was inconvenienced.

The Respondent had previously paid an amount to compensate for delay in dealing with the complaint and had refunded the cost of postage.

A measure was specified indicating that the Respondent must pay the Applicant an amount to compensate for inconvenience.