



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Commission for Communications Regulation
Dispute Resolution

Summary of Resolution - Case [REDACTED]

The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to an item sent using the Respondent’s standard post service which was not delivered to the addressee or the address.

The postal packet was lost. 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 Respondent was required to refund the cost of postage.

The Applicant’s complaint was not dealt with within the timescale provided for in the Code of Practice. The Respondent had previously paid an amount to compensate for delay in dealing with the complaint.

The Applicant’s experience of the Respondent’s complaint handling fell below the standard which she was reasonably entitled to expect. The Respondent’s behaviour caused inconvenience to the Applicant.

A measure was specified indicating that the Respondent must pay the Applicant an amount to refund for cost of postage and to compensate for inconvenience.