



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 related to the Applicant’s complaint that the Respondent had provided a poor postal delivery service to his home address between 25 December 2025 and 23 January 2026.

It was found that between 25 December 2025 and 23 January 2026 the Applicant experienced delays in postal delivery to his address and that during that time delivery of one postal packet addressed to the Applicant was delayed.

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

No measure was specified.