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 relates to the loss of a valuable item sent using the Respondent's registered postal service and complaints about the Respondent's complaints process.

The registered postal service includes insurance and therefore the Respondent was required to pay compensation to the Applicant.

The Respondent acknowledged that its complaints process had not operated as it should have in this instance and has reviewed its internal processes to avoid it happening again.