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 Respondent's failure to deliver a parcel which was sent using its standard postal service and which the Respondent returned to the Applicant some six months later.

ComReg concluded that the Respondent should pay compensation to the Applicant for the cost of postage, the cost of packaging and cost of the contents of the parcel. The Respondent had already awarded €15.00 to the Applicant for the delay in processing their complaint