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 an item sent using the Respondent's standard post service which was lost.

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 suffered inconvenience as a result of the behaviour of the Respondent in the context of the loss of the postal item. The Respondent was required to pay compensation to the Applicant for inconvenience suffered.

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