



Commission for
Communications Regulation

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For immediate release

ComReg Media Release

Complaints and Redress Procedures: Consultation on Proposed Guidelines for Postal Service Providers

In July 2012, the Commission for Communications Regulation ('ComReg'), in ComReg Document 12/81, set out the regulatory framework for the implementation of the Communications Regulation (Postal Services) Act 2011 ("the 2011 Act") for the postal sector in Ireland.

ComReg is today seeking the views of interested parties regarding the guidelines ComReg proposes to put in place in order to give effect to section 43 of the 2011 Act, which requires postal service providers to publish a code of practice for dealing with postal service users complaints and to put in place dispute resolution procedures.

ComReg has a statutory objective to promote the interests of postal service users and is of the view that clear and unambiguous complaints and redress procedures will inform postal service users of the remedies and redress available to them.

The Consultation document (ComReg Document 13/40) is available to download on the ComReg website at www.comreg.ie and ComReg encourages all stakeholders to read it and provide their considered feedback on or before 5pm on Wednesday 22 May 2013.

Notes to Editors

Stakeholders should submit comments to:

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