



Commission for
Communications Regulation

Media Release – 25 September 2007

ComReg consults on Code of Practice guidelines for postal service providers

ComReg is the National Regulatory Authority for the Postal Sector in Ireland and is required to set out complaints and dispute resolution guidelines for postal service providers.

This requires that consumers have sufficient information to deal directly with service providers, and that service providers have satisfactory procedures in place to address consumer concerns.

ComReg is now consulting on Code of Practice guidelines for postal service providers. The proposed guidelines will inform postal service providers when preparing, revising or publishing their Codes of Practice, in a manner that is both accessible and customer-friendly.

If the guidelines are adopted, postal consumers will be best informed of the complaints procedures available to them, will have access to a formal form of redress, regardless of service provider, and have the further surety of an appropriate compensation mechanism. This should give confidence to postal consumers that the Irish postal industry maintains consistent complaints and redress standards. ComReg believes these developments are good news for the Irish postal industry and its consumers.

ComReg invites and welcomes all comments and draws attention to the consultation questions set out in the consultation paper. The full consultation paper – ComReg 0771 – is available on the ComReg website www.comreg.ie. Responses are required by 23 October 2007. Following the consultation, ComReg will issue a Response to Consultation, setting out its Complaints and Dispute Resolution Guidelines.

ENDS

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Note for Editors

The legal basis for these guidelines is set out at Regulation 15(1) of the European Communities (Postal Services) Regulations 2002.

Postal Service Providers who provide postal services within the scope of the universal service include An Post, the universal service provider, and other postal service providers with an annual turnover in excess of €500,000, exclusive of VAT.