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ComReg issues Complaints and Dispute Resolution Guidelines to protect postal consumers

The Commission for Communications Regulation (ComReg) has today issued “Complaints and Dispute Resolution Guidelines” for postal service providers who provide postal services within the scope of the universal service.

The guidelines will assist postal service providers when preparing, revising and publishing their respective Code of Practice, in a way that is easily accessible to postal consumers.

Postal consumers will now have an appropriate form of redress, regardless of service provider, and have the further guarantee of an appropriate compensation mechanism. The scheme for compensation in these cases can be in the form of a number of stamps and/or a cash amount, provided that the claim is in proportion to the actual cost of the mailing.

The publication of a “*Complaints and Dispute Resolution Code of Practice*” by each postal service provider will give confidence to postal consumers that the Irish postal industry maintains consistent complaints and redress standards. ComReg believes this is a welcome development for both Irish postal users and the industry which serves them.

The full paper ComReg Document 07/105 is available on the ComReg website www.comreg.ie.

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