

Getting it
sorted

an
post

Resolving your complaints





Welcome to our Getting It Sorted Guide

As Ireland adapts to an ever changing global environment, here at An Post we strive to do more for our customers in order to help you do more every day. We serve each and every resident of this State and we seek to do that to the very highest standards. Our Customer Charter contains five specific pledges to you, the customer, on how we conduct our business:

- 1 We pledge to provide all customers with quality services at all times
- 2 We pledge to provide services to all customers in an equal manner and to accommodate their diverse needs
- 3 We pledge to listen to our customers and to develop our services in response
- 4 We pledge to take a proactive approach in providing information that is clear, timely and accurate
- 5 We pledge to provide you with clear policies and procedures to resolve your complaint promptly

However, we may not always reach the very high standards you rightly expect of us. Wherever and whenever this occurs, we will address the issue openly and honestly with you. Enclosed are several other commitments to quality made by myself and the 9,500 other people who make up your postal service.



David McRedmond
Chief Executive

Our service commitment to you

At An Post we are always looking to improve the quality of the service we provide to you. Our Customer Services department has been awarded the internationally recognised ISO 9001 accreditation by the National Standards Authority of Ireland.

Our service commitment to you can be summarised as:

- Always treating you with respect and courtesy
- Making it easy for you to give us feedback on the services we provide
- Effectively communicating with you on how our products or services work or general issues of importance

These commitments apply to every single thing that we do (whether it is the way in which we deliver every one of 2.5 million items every day or our handling of 100 million individual Post Office transactions for you every year).

This customer booklet outlines in more detail our principal commitments to you. It shows you the level of service that you can expect from us. It also outlines our complaints policies and the procedures for making a complaint.

A little bit about us...

USP

We are the only Universal Service Provider (USP) for postal services in Ireland. As the USP, we have the responsibility to provide a standard letter service to every person and business in Ireland on every working day. We also have the responsibility to provide a number of other national and international postal services.

Post-boxes and Collection Times

We have almost 5,600 post-boxes which are collected at least once a day (Monday - Friday). The contents are conveyed to the nearest Mail Centre for sorting and delivery. The last collection time for next working day delivery is shown at all post-boxes. You may also post from any Mail Centre or Delivery Services Unit in Ireland, where last collection times for next working day delivery are also displayed. Our customers are encouraged to post as early as possible during the day.

Stamps

Stamps are generally widely available, from over 900 Post Offices and approximately 1,000 individual stamp retailers in Ireland. Stamp retailers can be easily identified by their "Stamps on Sale Here" sign on shop doors. Alternatively, visit our website, anpost.com to find your local Post Office.

Mail Delivery Times

If posted before the last collection time displayed most mail within the State is delivered the next working day*. Naturally, international delivery times vary by location. Our website contains more specific information on delivery times.

* An Post aims to deliver 94% of standard mail on the next working day.

Feedback and Complaints

At An Post we are committed to providing you with the highest level of service possible. If we make a mistake, or our service doesn't meet your expectations, our Customer Service team want to know.

How can you contact us to make a complaint?

By Phone

Call Customer Services on 01 705 7600 Monday to Friday between 9.00am and 5.30pm.

By Post

Send a letter and/or relevant enquiry form, free of charge:

An Post
Customer Services
GPO, Freepost
Dublin 1, D01 F5P2

Online

By completing an online enquiry form at anpost.com/contactus making sure to include your full contact details.

Assistance in submitting a complaint will be given to any postal service user who requests such assistance, including any user with a particular requirement or a disability.

Timescales for you to make a complaint

Given the enormous quantities of mail that we handle, our investigations regarding complaints are limited to certain timescales. For a complaint to be valid, we must receive it within the following timescales:

- **Mail received within Ireland:**
One month from date of receipt of item.
- **Mail posted within Ireland:**
Three months from date of posting of item.
- **International mail:**
Six months from date of posting of item.
- **Non mail related complaints:**
One month from issue causing complaint.

Timescales for us to resolve your complaint

As a first step in handling complaints, we will within three working days of receipt, send an acknowledgment letter by post containing a unique enquiry reference number. This number may prove useful if you have specific enquiries or additional information relating to the complaint at a later stage.

While we aim always to resolve your complaints within 10 working days, the sheer volume of mail that we deliver (over 2.5 million pieces each working day) means that this is not always possible. We do, however, promise to resolve your complaints within the following timescales:

- **Mail within Ireland:**
30 calendar days.
- **Mail from/to Europe, Canada, New Zealand, Australia and certain other countries:**
40 calendar days*.
- **Mail to all other destinations:**
60 calendar days or sooner*.

* Complaints regarding services to or from overseas take longer to resolve as we have to rely on information coming from other postal administrations.

A very small number of complaints will take longer to resolve than outlined above. If this happens, we will keep you informed. You may also be entitled to €15 from us for failing to resolve the complaint within the timescales that we have promised.

What if you're not happy with how your complaint was handled?

An Post Customer Advocate

If your complaint isn't resolved to your satisfaction, or if you find it difficult to understand the way in which it was resolved, you may ask to have it reviewed by An Post's Customer Advocate. The Customer Advocate provides free, independent reviews of complaints to help achieve impartial solutions. A complaint must be escalated to the Advocate within 30 calendar days of the final response.

1. By Post

Send details of your enquiry including details of the exact issues being disputed, copies of all documents and your case reference number relating to the dispute free of charge to:

Customer Advocate
An Post
GPO
O'Connell Street Lower
Freepost
Dublin 1, D01 F5P2

2. Online

Complete a form online at anpost.com/customeradvocate

The Advocate will issue a decision within 30 days of receiving the complaint, setting out the reasons behind the decision (except in exceptional circumstances where the complaint relates to mail to/from certain international locations as listed on page 6). If the Advocate finds in favour of the complainant, compensation of up to €30 may be payable or some other practical action may be recommended.

External Agencies

If you are not satisfied with the steps taken by An Post to resolve your complaint, or with the results of our investigations, you can seek assistance from a number of external agencies to help you with appeals. These are:

Commission for Communications Regulation (ComReg)

One Dockland Central
Guild Street
Dublin 1
D01 E4X0

Tel: +353 1 804 9600

email: consumerline@comreg.ie

Small Claims Court

Contact the Small Claims Office in your district.

Visit www.courts.ie

Compensation for Service Failure

Standard Post

An Post will pay compensation for items lost, damaged or substantially delayed in the post (7 days within Ireland; 10 days for international items). Proof of posting such as a certificate of posting, may be required to be eligible for such compensation. Generally, these payments are made in the form of complimentary stamps and cover no more than the cost of postage and directly associated costs.

Registered Post

The Registered Post service has insurance cover available which is determined by the destination country. This cover is activated by declaring an accurate value of contents at the time of posting. For an extra charge, additional insurance may also be purchased. You must declare the value of the contents of your mail piece at the time of posting, in order to be eligible to claim compensation above the standard €25.00.

For full terms and conditions of these services please see anpost.com/termsandconditions

Recording Complaints

A summary of the number of complaints received in the year by category is provided on an annual basis in the An Post Annual Report, which is available on our website.

Complaint Procedures Summary

Where you are the recipient you may need to obtain details on the item from the sender (e.g. date of posting and service used). For international post other postal administrations can usually only assist with our enquiries if the packet was registered.

Step 1: Contact us

- **Post:** An Post Customer Services
GPO, O'Connell Street Lower
Freepost, Dublin 1, D01 F5P2
- **Phone:** 01 705 7600
Monday - Friday, 9.00am - 5.30pm
- **Online**
By completing an online enquiry form at anpost.com/contactus making sure to include your full contact details.

There are time limits on making complaints. These are a period of one (1) month of receipt of the Packet or three (3) months of posting the Packet for delivery in the State or six (6) months of posting for a delivery outside the State but in any case we will endeavour to resolve your complaint where possible

Step 2: Receive acknowledgement

Within 3 working days, we will acknowledge, in writing, all complaints received.

Step 3: Await resolution

Though we aim to resolve complaints in 10 working days, we promise to resolve complaints within 30 days (items within Ireland), 40 days (items

within most international destinations where electronic means can be used to communicate) and 60 days (all other international complaints).

Step 4: Compensation

- The Registered Post service has insurance cover available which is determined by the destination country. This cover is activated by declaring an accurate value of contents at the time of posting.
- For Standard Post items, An Post will pay compensation as set out in this guide for items lost, damaged or substantially delayed (7 days within Ireland; 10 days for international items). Compensation will include redress for any directly associated costs.
- If we don't meet the response and/or maximum handling times set out, you may apply for a payment of €15.
- Compensation payments are generally made in stamps or by cheque on request.

Step 5: An Post Customer Advocate

- If you're not happy with the outcome of the complaint, and have exhausted the procedures set out, you may contact the An Post Customer Advocate within 30 days for a review of your complaint.

Step 6: External Review

- If you still remain dissatisfied following the An Post Customer

Advocate's decision you may also contact ComReg if you wish to have the outcome examined. Please see page 5 for further details.

- Alternatively, you can seek a review through the Small Claims Court. Court if you wish to have the outcome examined by an external authority.

Á Chur ina
Cheart

an
post

Tuilleadh eolais





A chustaiméir a chara

Agus Éire á hoiriúnú féin do thimpeallacht dhomhanda atá ag síor-athrú, táimidne in An Post ar ár ndícheall ag iarraidh níos mó a dhéanamh dár gcustaiméirí ionas gur féidir leo níos mó a dhéanamh gach lá. Táimid ag freastal ar gach uile dhuine sa Stát seo agus é d'aidhm againn freastal den chaighdeán is airde a thabhairt. Tá gealltanais shonracha inár gCairt Chustaiméirí duitse, an custaiméir, faoin gcaoi a ndéanfaimid ár ngnó:

1. Geallaimid seirbhísí d'ardchaighdeán dár gcustaiméirí i gcónaí.
2. Geallaimid seirbhísí a sholáthar do gach custaiméir ar bhealach comhionann agus freastal ar a riachtanais éagsúla.
3. Geallaimid go n-éisteoimid lenár gcustaiméirí agus go ndéanfar forbairt dá réir ar ár seirbhísí.
4. Geallaimid cur chuige dearbhghníomhach i leith soláthar faisnéise a bheith soiléir, tráthúil agus cruinn.
5. Geallaimid go gcuirfimid beartais agus nósanna imeachta soiléire ar fáil le do ghearán a réiteach go pras.

B'fhéidir nach n-éireoidh linn i gcónaí áfach na caighdeáin is airde ar cheart duit a bheith ag súil leo a bhaint amach. Má tharlaíonn sé seo, agus cibé áit a dtarlaíonn seo, réiteoimid an fhadhb go hoscailte agus go hionraic leat. Tá tiomantais éagsúla eile i leith cáilíochta atá déanta agam féin agus ag an 9,500 duine eile sa seirbhís phoist faoi iamh.



David McRedmond
Príomhfheidhmeannach

Ár dTiomantas seirbhíse duitse

Ag An Post bímid i gcónaí ag iarraidh feabhas a chur ar chaighdeán agus ar chomhsheasmhacht na seirbhíse a chuirimid ar fáil duit. Tá an creidiúnú idirnáisiúnta ISO 9001 bronnta ar ár roinn Seirbhísí do Chustaiméirí ag an Údarás um Chaighdeán Náisiúnta na hÉireann.

Is féidir ár dtiomantas seirbhíse duitse a achoimriú mar seo a leanas:

- Caitheamh leat le meas agus cúirtéis i gcónaí
- É a dhéanamh furasta duit aiseolas a thabhairt dúinn faoi na seirbhísí atá á soláthar againn
- Cumarsáid éifeachtúil a dhéanamh leat maidir leis an dóigh a n-oibríonn

ár n-earraí nó seirbhísí nó ceisteanna ginearálta a bhfuil tábhacht leo

Baineann na tiomantais seo le gach uile rud a dhéanaimid (cé acu an é an dóigh a seachadaimid gach ceann de na 2.5 milliún mír gach lá, nó a láimhseáiltear 100 milliún idirbheart aonair Oifig Poist duit gach bliain).

Tá cur síos níos mine inár leabhrán custaiméara ar ár bpríomhthiomantais duitse. Taispeánann sé an leibhéal seirbhíse a bhféadfá a bheith ag súil leis uainn. Tugann sé breac-chuntas fosta ar ár bpolasaithe ar ghearáin agus ar na nósanna imeachta maidir le gearáin a dhéanamh.

Maidir linne...

SSU

Is sinne an t-aon Soláthraí Seirbhíse Uilechoiteann (SSU) atá ann do na seirbhísí poist in Éirinn. Mar SSU, tá sé de fhreagracht orainn seirbhís chaighdeánach litreacha a sholáthar do gach duine agus gach cuideachta in Éirinn gach lá oibre. Tá sé de fhreagracht orainn freisin roinnt seirbhísí náisiúnta agus idirnáisiúnta poist a chur ar fáil.

Boscaí Poist agus Amanna Bailiúcháin

Tá beagnach 5,600 bosca poist againn a bhailítear uair sa lá ar a laghad (Luan - Aoine). Tugtar a bhfuil iontu chuig an tIonad Poist is gaire le haghaidh sórtála agus seachadta. Taispeántar an t-am is déanaí le haghaidh seachadadh ar an chéad lá eile ar gach bosca poist. Féadfaidh tú fosta postáil ó aon Ionad Poist nó Seachadta in Éirinn, mar a mbíonn na hamanna bailiúcháin is déanaí le seachadadh an chéad lá oibre eile ar taispeáint chomh maith. Moltar dár gcuid custaiméirí rudaí a phostáil a luaithe agus is féidir i rith an lae.

Stampaí

Tá stampaí ar fáil go forleathan, in os cionn 900 Oifig Phoist agus i dtimpeall 1,000 miondíoltóirí stampaí ar fud na hÉireann. Is féidir miondíoltóirí stampaí a aithint go héasca lena gcomharthaí "Stamps on Sale Here/Stampaí ar Díol anseo" ar dhoirse na siopaí. Nó is féidir leat d'Oifig Phoist áitiúil a aimsiú ar ár suíomh gréasáin anpost.com

Amanna Seachadta Poist

Má phostáiltear é roimh an am bailiúcháin deiridh a léirítear,

seachadfar an chuid is mó den phost laistigh d'Éirinn ar an lá oibre dár gcionn*.

Ar ndóigh, braitheann amanna seachadta idirnáisiúnta ar an gceann scribe a bhíonn i gceist leo. Tá eolas níos mine ar fáil faoi amanna seachadta ar ár láithreán Gréasáin.

* Tá sé d'aidhm ag An Post 94% den gnáthphost a sheachadadh ar an lá oibre dar gcionn.

Aiseolas agus Gearáin

Tá An Post tiomanta do sheirbhís den chaighdeán is airde is féidir a sholáthar duit. Má dhéanaimid botún, nó mura bhfuil tú sásta lenár seirbhís, cuir ar ár súile dúinn é.

Conas is féidir teagmháil a dhéanamh linn chun gearán a dhéanamh?

Ar an Teileafón

Cuir glaoch ar Sheirbhísí do Chustaiméirí ag 01 705 7600 ón Luan go dtí an Aoine idir 9.00am agus 5.30pm.

Tríd an bPost

Cuir litir agus/nó an fiosrú ábhartha saor in aisce chuig:

An Post

Ionad Seirbhísí do Chustaiméirí
Ard-Oifig an Phoist, Saorphost
Baile Átha Cliath 1, D01 F5P2

Ar líne

comhlánaigh foirm fhiosraithe ar líne ag anpost.com/contactus agus déan cinnte go gcuireann tú do chuid sonraí teagmhála in iúl.

Tabharfar cúnamh d'úsáideoir seirbhísí poist ar bith a iarrann é le haighneacht a chur isteach, úsáideoirí a bhfuil riachtanas nó míchumas ar leith orthu san áireamh.

Tréimhsí ama le do ghearán a dhéanamh

Mar gheall ar an líon ollmhór poist a bhíonn á láimhseáil againn, baineann tréimhsí ama áirithe lenár bhfiosraithe maidir le gearáin. Ionas go mbeidh gearán bailí, ní mór dúinn é a fháil laistigh de na tréimhsí ama seo a leanas:

- **Post a fuarthas laistigh d'Éirinn:**
Mí ón dáta a fuarthas an t-earra.
- **Post laistigh d'Éirinn:**
Trí mhí ó dháta postála an earra.
- **Post Idirnáisiúnta**
Sé mhí ó dháta postála an earra.
- **Gearáin nach mbaineann le post:**
Mí amháin ón ábhar is cúis leis an ngearán.

Tréimhsí ama le do ghearán a réiteach

Mar chéad chéim i láimhseáil ghearán, nó má mheastar go bhfuil gearán foirmeáilte á dhéanamh i bhfiosrú, seolfaimid admháil chugat laistigh de thrí lá oibre éis an gearán a fháil, le litir admhála sa phost le huimhir uathúil thagartha. D'fhéadfadh an uimhir sin a bheith úsáideach má bhíonn fiosruithe shonracha agat nó má thugann tú breis eolais a bhaineann leis an ngearán níos déanaí.

Cé go mbeidh sé d'aidhm aaginn do ghearán a réiteach laistigh de 10 lá oibre, mar gheall ar an méid poist a sheadadaimid gach lá (os cionn 2.5 milliún gach lá oibre) ní bheidh sé seo i gcónaí indéanta. Geallaimid áfach, do ghearáin a réiteach laistigh de na tréimhsí ama seo a leanas:

- **Post laistigh d'Éirinn:**
30 lá féilire.
- **Post ó/go dtí na háiteanna seo a leanas: an Eoraip, Ceanada, an Nua-Shéalainn, An Astráil agus tíortha áirithe eile:**
40 lá féilire*.
- **Post chuig gach ceann scríbe eile:**
60 lá féilire nó níos luaithe*.

* Bíonn níos mó ama ag teastáil chun gearáin maidir le seirbhísí a théann nó a thagann as áiteanna thar lear a réiteach mar go mbíonn orainn brath ar eolas a thagann ó riaracháin phoist eile.

Bíonn níos mó ama ag teastáil chun roinnt bheag gearán a réiteach ná mar atá imlínithe thuas. Má tharlaíonn sé sin, coimeádfaimid ar an eolas tú. D'fhéadfá a bheith i dteideal €15 a fháil uainn má theipeann orainn gearán a réiteach laistigh den tréimhse ama atá geallta.

Cad a tharlóidh mura mbíonn tú sásta le láimhseáil do ghearáin?

Aighne Custaiméirí An Post

Mura mbíonn tú sásta leis an réiteach a fhaightear ar do ghearán, nó má bhíonn sé deacair duit an bealach ar réitíodh é a thuiscint is féidir leat iarraidh ar Aighne Custaiméirí An Post athbhreithniú a dhéanamh air. Déanann an tAighne Custaiméirí athbhreithniú neamhspleách saor in aisce ar ghearáin ar mhaithe le réitigh neamhchlaonta a fháil. Ní mór gearán a atreorú chuig an Aighne laistigh de 30 lá féilire tar éis an freagra deiridh.

1. Tríd an bPost

Cuir sonraí d'fhiosraithe, lena n-áirítear sonraí faoi na ceisteanna ar leith atá faoi aighneas, mar aon le cóipeanna de gach cáipéis agus an uimhir thagartha a bhaineann leis an aighneas saor in aisce chuig:

Aighne Custaiméirí
An Post

Ard-Oifig an Phoist

Sráid Uí Chonaill Íochtar

Ard-Oifig an Phoist, Saorphost

Baile Átha Cliath 1, D01 F5P2

2. Ar líne

Comhlánaigh foirm ar líne ag anpost.com/customeradvocate

Eiseoidh an tAighne cinneadh laistigh de 30 lá tar éis an gearán a fháil, le cur síos ar na cúiseanna atá laistiar den chinneadh (seachas i gcásanna eisceachtúla ina mbaineann an gearán le post ó/chuig ionaid áirithe idirnáisiúnta mar atá liostaithe ar leathanach 6). Má bhíonn an tAighne i bhfabhar an ghearánaí, féadfaí cúiteamh suas le €30 a bheith iníoctha nó d'fhéadfaí gníomh praiticiúil éigin eile a mholadh.

Gníomhaireachtaí Seachtracha ar féidir achomharc a dhéanamh leo faoi chinneadh An Post

Mura mbíonn tú sásta leis na hiarrachtaí a dhéanann An Post chun do ghearán a réiteach, nó le torthaí ár bhfiosrúchán, is féidir leat cúnamh a lorg ó ghníomhaireachtaí éagsúla seachtracha chun cabhrú le d'achomharc. Is iad seo:

An Coimisiún um Rialáil Cumarsáide (ComReg)

1 Lárcheantar na nDugáí

Sráid na nGildeanna

BÁC 1

D01 E4X0

Teil: +353 1 804 9600

Ríomhphost: consumerline@comreg.ie

Cúirt na nÉileamh Beag

Déan teagmháil le hoifig na n-éileamh beag i do cheantar féin.

Tabhair cuairt ar courts.ie

Cúiteamh ar son Cliseadh Seirbhíse

Gnáthphost

Íocfaidh An Post cúiteamh as earraí a théann amú, a ndearnadh damáiste dóibh nó a raibh moill mhór orthu sa phost (7 lá laistigh d'Éirinn; 10 lá do mhíreanna idirnáisiúnta). D'fhéadfadh cruthúnas postais a bheith ag teastáil le bheith i dteideal an chúitimh seo. I gcoitinne, déantar na híocaíochtaí sin i bhfoirm stampaí dea-mhéine agus ní chlúdaíonn siad níos mó ná costas postais agus costais eile a bhfuil baint díreach acu le postas.

Post Cláraithe

Bíonn clúdach árachais ar fáil ón Seirbhís Phoist Chláraithe, ag brath ar an tír cinn scríbe. Tá breis eolais ar fáil maidir le teorainneacha cúitimh ar postage.anpost.com. Cuirtear an clúdach seo i ngníomh trí luach cruinn na n-earraí a lua ag an am postála. Ar tháille breise, is féidir breis árachais a cheannach. Ní mór duit luach na n-earraí atá i do mhír poist a lua nuair atá tú á gcur sa phost le bheith i dteideal cúiteamh níos mó ná an €25.00 a éileamh.

Tá téarmaí agus coinníollacha iomlána na seirbhísí seo ar fáil ag anpost.com/termsandconditions

Taifeadadh na nGearán

Tá achoimre ar líon na ngearán a fuarthas i rith na bliana de réir earnála ar fáil ar bhonn bliantúil i dTuarascáil Chinn Bhliana An Post, atá ar fáil ar ár suíomh gréasáin.

Achoimre na Nósanna Imeachta do Ghearáin

Más tú an faighteoir d'fhéadfadh sé go mbeadh ort sonraí a fháil ón seoltóir (m.sh dáta postála agus an tseirbhís a úsáideadh). Don phost idirnáisiúnta de ghnáth ní féidir le riaracháin poist eile cabhrú lenár bhfiosruithe ach nuair a bhíonn an pacáiste cláraithe.

Céim 1: Déan teagmháil linn

- **tríd an bpost:** (chuig Seirbhísí Custaiméirí An Post, Ard-Oifig an Phoist, Saorphost, Baile Átha Cliath 1 D01 F5P2)
- **Ar an teileafón:** 01 705 7600
Luan - Aoine, 9.00am - 5.30pm
- **Ar líne** comhlánaigh foirm fhiosraithe ar líne ag anpost.com/contactus agus déan cinnte go gcuireann tú do chuid sonraí teagmhála in iúl.

Baineann teorannacha ama le gearáin a dhéanamh. Is iad seo: tréimhse aon (1) mhí ó Phacáiste a fháil nó trí (3) mhí ó postáladh Pacáiste le seachadadh sa Stát nó sé (6) mhí ó postála earra le seachadadh lasmuigh den Stát ach i ngach cás déanfaimid ár ndícheall do ghearán a réiteach nuair is féidir.

Céim 2: Admháil a fháil

Laistigh de 3 lá oibre, tabhairfimid admháil i scríbhinn ar gach gearán, nó fiosrú a mheastar níos déanaí a bheith ina ghearán foirmeáilte, a fhaightear.

Céim 3: Fanacht ar réiteach

Cé go mbíonn 10 lá oibre mar sprioc againn chun gearáin a réiteach, geallaimid gearáin a réiteach laistigh de 30 lá (earraí laistigh d'Éirinn), 40 lá (earraí laistigh den chuid is mó de na cinn scríbe idirnáisiúnta, áit inar féidir modhanna leictreonacha a úsáid chun cumarsáid a dhéanamh) agus 60 lá (gach gearán idirnáisiúnta eile).

Céim 4: Cúiteamh

- Bíonn clúdach árachais ar fáil ón Seirbhís Phoist Chláraithe, ag brath ar an tír cinn scríbe. Cuirtear an clúdach seo i ngníomh trí luach cruinn na n-earaí a lua ag an am postála.
- Le haghaidh earraí Gnáthphoist, íocfaigh An Post cúiteamh mar atá leagtha amach sa treo seo d'earraí caillte, damáistithe nó moillithe go mór (7 lá laistigh d'Éirinn; 10 lá d'earraí idirnáisiúnta). Áireofar sas chúiteamh sásamh ar aon chostais a bhaineann go díreach leis.
- Mura n-éiríonn linn cloí leis na huasamanna freagartha agus/ nó láimhseála a leagtar amach, féadfaidh tú iarratas a dhéanamh ar íocaíocht €15.
- Déantar íocaíochtaí cúitimh i stampaí nó le seic ar iarratas.

Céim 5: **Abhcóide Custaiméirí An Post**

- Mura bhfuil tú sásta le toradh an ghearáin, agus má tá na nósanna imeachta go léir a leagtar amach úsáidte agat, féadfaidh tú teagmháil a dhéanamh le hAbhcóide Custaiméirí An Post laistigh de 30 lá chun athbhreithniú a dhéanamh ar do ghearán.

Céim 6: **Athbhreithniú Seachtrach**

- Má tá tú fós míshásta tar éis chinneadh Abhcóide Custaiméirí An Post a bheith déanta is féidir leat teagmháil a dhéanamh le ComReg más mian leat go ndéanfaí scrúdú ar an toradh. Tá tuilleadh sonraí ar leathanach 5.
- Mar mhalairt air sin, tig leat athbhreithniú a iarraidh i gCúirt na Mionéileamh.