



Paragon Ireland Postal Service Complaints and Redress Procedure

1. Introduction

Paragon Ireland is committed to providing high-quality postal services to all its customers. In accordance with section 38 of the Communications Regulation (Postal Services) Act, 2011 (“2011 Act”), and section 43 of the 2011 Act, this procedure outlines how customers can make complaints about our services and how these complaints will be addressed.

2. Scope

This procedure applies to all complaints related to the provision of postal services by Paragon Ireland. This includes, but is not limited to, complaints about delays, loss, damage to postal items, and issues with customer service.

3. Making a Complaint

3.1 How to Complain

All processing of mail by Paragon is managed on behalf of existing or new customers who have an account with Paragon. Each customer will have an account manager assigned to them who will be responsible for managing communication between the customers and our wider service delivery teams.

Customers can lodge a complaint through the following channels:

- **In Writing:** Send a letter to Paragon Ireland's Customer Service Department at Unit 4058-4060, Kingswood Road, Citywest Business Campus, Dublin 24, D24 AV80,
- **By Email:** Email your complaint to hello@paragon-cc.ie
- **By Phone:** Call our customer service team at +353 (0) 1 4321200
- **Account manager:** Contact your dedicated account manager

3.2 Information Required

To help us investigate and resolve your complaint efficiently, please provide the following information:

- Your name, address, and contact details.
- Details of the service you are complaining about, including dates and any reference numbers.
- A clear description of your complaint.
- Any supporting documentation or evidence, such as receipts, tracking numbers, or correspondence.

4. Acknowledgment of Complaints

4.1 Upon receiving your complaint, Paragon Ireland will:

- Acknowledge receipt of your complaint within three (3) working days.
- Provide a unique reference number for your complaint for future correspondence.

5. Investigation and Resolution

5.1 Investigation

- Paragon Ireland will conduct a thorough investigation of your complaint. This may involve reviewing service records, interviewing relevant staff, and examining any evidence you have provided.

5.2 Resolution Timeframes

- We aim to resolve all complaints within 30 working days from the date of acknowledgment. If we are unable to resolve your complaint within this timeframe, we will inform you of the delay, explain the reason, and provide an expected resolution date.

5.3 Possible Outcomes

- **Resolution:** If your complaint is upheld, we will take appropriate corrective action, which may include a refund, replacement, and an apology.

5.4 Compensation:

If you are not satisfied with the resolution, you may request compensation if Paragon is found to have failed to provide the postal service that was requested.

You may request that your Compensation lost, damaged or substantially delayed (7 days within Ireland; 10 days for international items). Compensation will include redress for any directly associated postal costs. Compensation payments are generally made in stamps or by cheque on request.

Under no circumstances will compensation for any consequential loss be paid.

5.5 Procedures for determining where responsibility lies where more than one postal service provider is involved.

In cases where a complaint involves more than one postal service provider, the following procedure will be used to determine responsibility:

1. Initial Assessment

- Paragon submits a complaint to the postal service provider with whom they initially engaged (the "Primary Provider").

- The Primary Provider will conduct an initial assessment to determine whether another provider was involved in the transmission or delivery of the postal item.
2. **Liaison Between Providers**
 - If another provider is involved, the Primary Provider will promptly contact them to establish the point at which responsibility was transferred.
 - Both providers must cooperate to determine whether the issue arose during processing, transit, or final delivery.
 3. **Responsibility Assignment**
 - The provider responsible for the failure, delay, loss, or damage will be identified based on where the issue occurred within the postal chain.
 - If responsibility is shared, both providers must collaborate on a fair resolution for the customer.
 4. **Customer Communication**
 - The Primary Provider remains the main point of contact for Paragon and must keep them informed of progress.
 - Paragon will be provided with a clear explanation of the outcome and, if applicable, details of the provider responsible.
 5. **Escalation and Dispute Resolution**
 - If the providers cannot reach an agreement, the complaint will be escalated internally within both organisations for resolution.
 - If no resolution is found, the customer may escalate the matter to the Commission for Communications Regulation (ComReg) for independent review.
 6. **Compliance with ComReg Guidelines**
 - All providers must adhere to the requirements outlined in ComReg Document 14/06 (A1.42) regarding complaints involving multiple postal operators.
 - Each provider must ensure that their complaint handling process is transparent and in line with regulatory standards.

By following this procedure, postal service providers can ensure fair and efficient resolution of complaints involving multiple operators, ultimately protecting customer rights and maintaining service integrity.

6. Escalation

- If the complaint is not resolved within the above time frames or the customer is not happy with the progress of the complaint, he/she may request that the complaint be escalated within the Paragon organisation to the Managing Director.
- Paragon teams may also escalate such complaint internally, without having received a request from the customer if it believes escalation is necessary.

6.1 Independent Advice

Customers have the right to seek independent advice, including:

- **Postal Service User Advocate:** Upon request, Paragon may appoint an advocate to assist with complaints. Requests must be made within 30 days of receiving a final response. The request should adhere to the guidelines as set out by ComReg in Document 14/06 (sections A1.25–A1.33). Paragon will guide customers through the process and the appointed advocate will deal with the complaint while adhering to ComReg guidelines.
- **Commission for Communications Regulation (ComReg):** Irish Life Centre, Lower Abbey Street, Dublin 1.
- **Small Claims Court:** Contact details are available in local telephone directories under court services.
- **Office of the Director of Consumer Affairs:** 4 Harcourt Road, Dublin

6.2 Escalation to the Regulator

If you are not satisfied with the outcome of our investigation or the way your complaint has been handled, you may escalate your complaint to the Commission for Communications Regulation (ComReg). ComReg is the statutory body responsible for ensuring compliance with the Communications Regulation (Postal Services) Act, 2011.

- **Contact Details for ComReg:**
 - Address: ComReg, 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0
 - Phone: +353 1 804 9600
 - Email: consumerline@comreg.ie
 - Website: [ComReg's website](#)

7. Record Keeping

Paragon Ireland will maintain records of all complaints received, including details of the investigation and the resolution provided, for a minimum period of 2 years. This ensures transparency and allows for auditing by regulatory bodies.

8. Confidentiality

All complaints will be handled with the utmost confidentiality. Personal data collected during the complaints process will be processed in accordance with the General Data Protection Regulation (GDPR) and Paragon Ireland's Data Protection Policy.

9. Review of the Complaints Procedure

This complaints procedure will be reviewed annually to ensure its effectiveness and compliance with the Communications Regulation (Postal Services) Act, 2011. Any changes will be communicated to customers via our website and other appropriate channels.

10. Contact Us

For further information about this Complaints and Redress Procedure, please contact our Customer Service Department:

- **Email:** hello@paragon-cc.ie
 - **Phone:** +353 (0) 1 4321200
 - **Address:** Unit 4058-4060, Kingswood Road, Citywest Business Campus, Dublin 24, D24 AV80, Ireland
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