

2024 FOI Customer Care Request Records

Please click on the 'Request Reference' link to view the request. Any queries relating to a request record please email foi@irishrail.ie.

| Request Reference | Request Description | Request Date |
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| IE_FOI_754 | A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Jan 1 2023 and Dec 31 2023. | 03/01/24 |
| IE_FOI_758 | Breakdown of incidents (including assaults, thefts and criminal damage) reported to Irish Rail during 2023, 2022, 2021, 2020 and 2019. | 18/01/24 |
| IE_FOI_759 | Records of anti-social behaviour complaints received by Irish Rail in 2023. Records of the nature and type of behaviour complained about, with examples. A breakdown, if possible, of the number of complaints on each major line and records on what measures are in place to tackle the problem. | 18/01/24 |
| IE_FOI_766 | a database/spreadsheet/record of the number of complaints received by Irish Rail in each month in 2023. the data above divided into categories and which service they relate to if possible. | 29/01/24 |

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| | a copy of all complaints (anonymised) received by Irish Rail for a sample period a copy of all complaints (anonymised) received by Irish Rail for a sample period | |
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