

6th June 2018



Re: Acknowledgement of FOI request IE_FOI_160

Dear ,

I refer to your request dated 30th April 2018 made under the Freedom of Information Act 2014, which was received on 02th May for records held by Iarnród Éireann. Your request sought all relevant documentation relating to:

- How many complaints of antisocial behaviour did Irish Rail receive about the Westport-Dublin line in 2017 and up to the end of April 2018?
- Please outline the nature of complaints that you received?
- Did Irish Rail respond to all the complaints and what were the types of responses?

Reply:

I, Paul Slowey, have now made a final decision to grant your request on 6th June 2018. You have sought access to the records as listed below and I consider this an appropriate form of access in this case.

You will note that all complaints were responded to. The nature of the response would have been an apology and an undertaking to bring the matter to the attention of the District Manager.

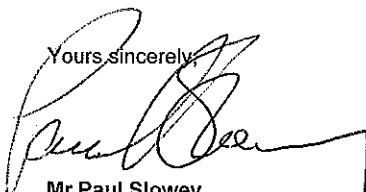
Antisocial Behaviour	
Westport Route	
Category	Number
Disorderly Passengers	32
Intimidation	2
Tissue Scam	1
Assault	1
Grand Total	36

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



Mr Paul Slowey,
Decision Maker
Customer Relations