

4<sup>th</sup> December 2018



Re: FOI Request Response [IE\_FOI\_198]

Dear 

I refer to your request dated 01<sup>st</sup> November 2018 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

**Request:**

I am seeking the release of transcripts of complaints made to Irish Rail about clamping at train stations around Ireland between November 1 2017 and the present date.

I would appreciate the release of this information in electronic format if possible. Please don't hesitate to contact me if you need me to clarify any aspect of my request.

I, Paul Slowey, have now made a final decision to part grant your request on 4<sup>th</sup> December 2018.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

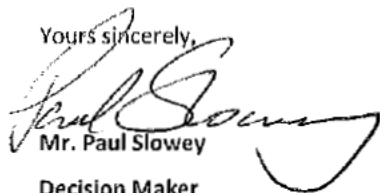
**Rights of appeal**

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](mailto: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

[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 15 October 2018 12:08  
**To:** [REDACTED]  
**Subject:** FW: CRM:01130005169

Good morning [REDACTED]

Please see correspondence below. Customer Care cannot go any further with this case.

**Full name:** [REDACTED]  
**Email address:** [REDACTED]

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 13/10/2018  
**To:** [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:01130004428

Hi [REDACTED]

I'm still waiting for my questions to be answered.

Can you please address my questions and stop bypassing my questions or pass my case onto someone who will.

Rgds  
[REDACTED]

On Tue, Sep 18, 2018 at 2:24 PM IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:  
Dear [REDACTED]

Thank you for your email.

I have received a report from our Contracts Manager who has re- investigated your complaint and has advised of the following;

I wish to inform you that machines were in working order in Kent Station, on the date in question and [REDACTED] car was correctly clamped .

As outlined in correspondence ,see attached, you may appeal to the NTA.

I have also attached photo of label on machines informing customers of the APCOA Connect Tariffs and Machine Tariffs.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

☎: +353 1 8366222 1850

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----- Original Message -----

From: [REDACTED]

Received: 11/09/2018

To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:01130003997

Hi [REDACTED]

Sorry but I don't consider this case closed, I'm still trying to get answers to my original email and an explanation, all you are doing is saying you've contacted your clamping division and said "no problems".

Can you please escalate my complaint to a manager or someone with the competence to reply.

I wish to know if Irish Rail are going to change their advertising on the machines, where it states nothing about how to pay with coins, no instructions or anything, and is clearly plastered with having to use an app. Why are the machines set up in such a way as to confuse a customer, and I emphasise the word customer.

Rgds

On Mon, Aug 27, 2018 at 11:21 AM, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Good morning [REDACTED]

Thank you for your correspondence.

The Contracts Manager has advised that all 8 machines were taken coin payments on the day in question. The APCOA Connect advert on machines is an additional cheaper way of paying for parking at our sites.

I now consider this case closed.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 23/08/2018

To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:01130003974

Hi [REDACTED]

I don't feel my questions have been answered so I have to respond. Could you please address the questions/concerns I had raised in my complaint.

In terms of your response below, the pay station accepted one payment method. It's advertised clearly on it that it's pay via an app, so I'm not sure what you are referring to about the machine working. I've attached a screenshot of the machine which is plastered with a sticker saying pay via an app (apcoa connect). How does this relate to a machine working properly?

Can you please address the above and the points raised in my complaint.

Rgds  
[REDACTED]

On Tue, Aug 21, 2018 at 12:21 PM IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

I refer to our previous email correspondence.

I have received a report from the Contracts manager who has confirmed that the machines were in working order on the date in question. If you would like to appeal this further, please contact the NTA.

Thank you for your patience on this occasion.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 14/08/2018



To:

Subject: Re: Iarnród Éireann Customer Care CRM:01130003629

Hi there

I have yet to hear anything on my case. Can someone please get back to me

On Friday, 3 August 2018, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

## **We'll be in touch**

Thank you for contacting Iarnród Éireann Irish Rail Customer Care.

Your feedback is important to us and our Customer Care team will respond to your email as quickly as possible. Our normal business hours are 08:30 to 18:00 Monday to Friday and in general all feedback is dealt within three working days, however in some instances, it may take additional time to respond if an issue requires further investigation.

We focus on trying to ensure that the customer experience we provide will be satisfying at all times on every contact with Iarnród Éireann Irish Rail.

Yours Sincerely,

Iarnród Éireann Irish Rail,

Customer Care Team.

## **Beimid i dteagmháil**

Go raibh maith agat as teagmháil a dhéanamh le Cúram Custaiméirí Iarnród Éireann.

Is mór againn do chuid aiseolais agus tabharfaidh an fhoireann Chúram Custaiméirí freagra ar do ríomhphost chomh luath agus is féidir. 08:30 go 18:00 ó Luan go hAoine na gnáthuaireanta oibre atá againn. De ghnáth, déileáiltear le gach aiseolas laistigh de thrí lá oibre, ach d'fhéadfadh tuilleadh ama a bheith i gceist más gá saincheist a fhiosrú tuilleadh.

Cuirimid béim ar iarracht a dhéanamh a chinntiú go mbeidh taithí an chustaiméara sásúil i gcónaí, gach uair a bhíonn teagmháil ag custaiméir le hIarnród Éireann.

Le meas,

Foireann Chúram Custaiméirí

Iarnród Éireann.

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún  
Uí Chonghaile, Baile Átha Cliath 1, Uir. 119571 Uir. CBL: IE 4812851 O  
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station,  
Dublin 1, No. 119571 VAT No. IE 4812851 O

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Kind regards



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Kind regards



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Kind regards



--

Kind regards



[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 14 June 2018 13:45  
**To:** [REDACTED]  
**Subject:** FW: Fwd: Complaint CRM:00190003451

Hi [REDACTED],

Please see feedback below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 13/06/2018

**To:** [REDACTED]

**Subject:** Fwd: Complaint

To whom it concerns,

Please see email thread threads for examples of parking service agents standards who it seems to all intensive purposes would not have acted at all without the diligent actions with professional customer care section in Irish Rail.

It is unfortunate that your contracted parking service agent reflects so badly on Irish Rails usually high standards of customer service.

Kind regards  
[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]

**Date:** Wed 13 Jun 2018, 4:53 p.m.

**Subject:** RE: Complaint

**To:** [REDACTED]

Unfortunately only Customer service calls are recorded, as previously advised I have taken this up with the Driver in question and consider the matter closed.

Please await your cheque in the post,

From [REDACTED]  
Sent: 13 June 2018 16:45  
To: [REDACTED] [customercare@irishrail.ie](mailto:customercare@irishrail.ie)  
Subject: Re: Complaint

Dear [REDACTED],

I suggest you check your phone records plus my wife is a witness to the call & is this the same driver every call.

If so he is a totally different personality compared to two of the call conversations.

I have proven myself right with good evidence already. I suggest you check your recorded calls again or have Irish Rail to contact your company again to take action.

[REDACTED]

On Wed 13 Jun 2018, 1:13 p.m. [REDACTED] wrote:

Hi [REDACTED]

I have discussed this with the driver in question yesterday and he denies calling you this, and in fact was surprised that you had made a complaint about him as he felt you had got on well with each other and your wife at the time of the declamp. I can only apologise if his manner was not what you expected, but I assure you I have had a word with him.

Unfortunately as you have not followed the process for appealing your declamp your cheque it will not be possible to send your cheque this week and it could be possibly next Friday before you receive this. And I will of course push this for completion as much as possible.

Regards

[REDACTED]

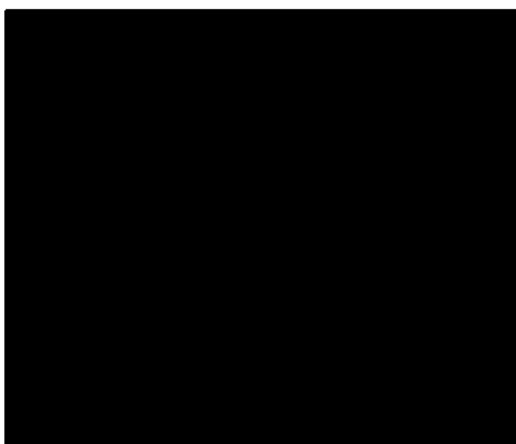
**From:** [REDACTED]  
**Sent:** 13 June 2018 12:49  
**To:** [REDACTED] [customercare@irishrail.ie](mailto:customercare@irishrail.ie)  
**Subject:** Re: Complaint

Dear [REDACTED],

Thank you for your appropriate reply reflecting well on Irish Rails prompt action in contacting APCOA Parking Ireland contracts manager showing their due diligence to customer care.

I appreciate your full thorough reply recognising the systems failures in APCOA.

Apart from the employee who called me a 'smart ass' for asking questions I appreciate your clamping employees are at an unfair disadvantage due to your companies systems failures.



I look forward to receiving the cheque Friday being Wednesday today.

Thanking you for your prompt action.

Regards

[REDACTED]

On Wed 13 Jun 2018, 12:28 p.m. [REDACTED] > wrote:

Dear [REDACTED]

I have received your complaint sent to Irish Rail regarding your clamping in Connolly station.

I note that you have provided evidence to back up your payment through the pay and display machine in Connolly and the fact that a ticket did not print from the machine at the time, which led to a subsequent clamp for a violation of not displaying a P&D ticket. Please note that at the time of your vehicle being clamped the driver would not have been aware that you had experienced any issue with receiving your ticket and would therefore have clamped you for this. You mention that you paid for parking on APCOA connect but this was 2.5 hours after the clamp was applied and also would not have shown up at the time of the clamp as the car was not covered at that time by this.

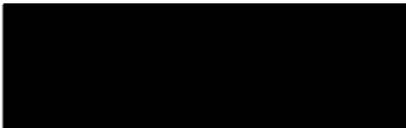
I am happy that you have provided good evidence that you paid for parking at the location but didn't receive a ticket and will therefore issue instructions for a refund of €120.00 for your clamp fee and also €8.70 for your APCOA Connect payment.

Please forward me your address for posting of the cheque,

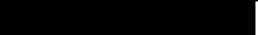
Regards



 Irish Rail Contract Manager



Mobile 

Direct Line 

E-Mail: 

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 01 June 2018 16:20  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003273  
**Attachments:** image002.png; image001.jpg

[REDACTED] see below complaint. Can you contact the customer re his claim that Heston is not listed and inform customer that spaces are available in a First Come Basis.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,

Email: [REDACTED]



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**From:** IE CustomerCare  
**Sent:** 01 June 2018 12:30  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003273

Hi [REDACTED],

Please see email below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 31/05/2018  
**To:** [REDACTED]

**Subject:** Failing to accept payment

Dear Sir / Madam,

I travelled to Galway yesterday and parked at Heuston. I parked there all through the 2000s when working in Kilkenny and latterly in Limerick. The system was previously simpler and less bothersome. Either way in a fit of being organised I tried to reserve parking in advance. This involved registering and providing details with APCOA. Repeated attempts to reserve parking were then declined. I only then found that nowhere on the APCOA website is Heuston actually listed as a carpark. And as you can see from the note below they deny any knowledge of the service.

This strikes me as simply absurd. Irish Rail could do with a better service provider. Also under the recent GDPR legislation I am not sure why a non- EU (or soon to be non-EU) company has my data and also why this service for an Irish State company is being provided (or not) by a non-EU company. It seems there is a breakdown in communication between both companies and I am sure lots of well paid executives are having meetings and have travelled back and forth to agree contracts for this 'service'.

It needs to be rectified.

Sincerely,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 31 May 2018 07:52  
**To:** [REDACTED]  
**Subject:** Fwd: Failing to accept payment

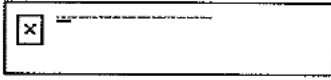
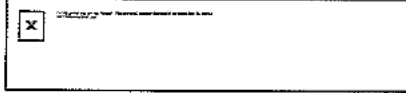
----- Forwarded message -----  
**From:** [REDACTED]  
**Date:** Tue, May 29, 2018 at 1:28 PM  
**Subject:** RE: Failing to accept payment  
**To:** [REDACTED]

Good Afternoon  
Thank you for contacting Apcoa

Apcoa doesn't manage the Heuston station car park , this location is managed by park indigo.

Kind regards

[REDACTED] | Customer Service Agent – Off Street | [REDACTED]  
APCOA Parking  
Wellington House, 4-10 Cowley Road  
Uxbridge



**From:** [REDACTED]  
**Sent:** 28 May 2018 21:27  
**To:** [REDACTED]  
**Subject:** Failing to accept payment

Dear Sir / Madam,

I have registered minutes ago with APCOA Parking in advance of train travel Dublin Heuston - Galway on Wednesday 30th. It is not allowing me to pay... saying payment has failed. And also there is no Heuston Station listed on the APCOA website, On the other hand the Heuston / Irish rail website says pay via APCOA.

Any help?



---

APCOA Parking in the UK comprises the following companies. APCOA Parking Holdings (UK) Limited, Registered No. 05163792, APCOA Parking (UK) Limited, Registered No. 02572947, APCOA Parking Services (UK) Limited, Registered No. 02492280, APCOA Facilities Management (UK) Limited, Registered No. 02352447, APCOA Facilities Management (Harrow) Limited, Registered No. 03481526. All these companies are registered in England and Wales and their registered offices are at Wellington House, 4 - 10 Cowley Road, Uxbridge, Middlesex UB8 2XW. [www.apcoa.co.uk](http://www.apcoa.co.uk)

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 12 June 2018 17:01  
**To:** IE CustomerCare  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003399

[REDACTED] please forward to me the attachments sent with original complaint of 11/6/18. (As highlighted below).

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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**From:** [REDACTED]  
**Sent:** 12 June 2018 15:47  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003399

Do you have his bank account statement with the transaction?

**From:** [REDACTED]  
**Sent:** 12 June 2018 15:40  
**To:** [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:00190003399

Gerry will you call the customer and point out the inaccuracies, see what sort of reaction you get before we decide on any refund.

[REDACTED]  
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**From:** [REDACTED]  
**Sent:** Tuesday, June 12, 2018 3:36:40 PM  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003399

Hi [REDACTED]

1. All machines were checked in Connolly last Saturday and no issues found.
2. The customer was clamped at 17.19 on the 9/5/2018 – His APCOA Connect Transaction was purchased at 19.52 so would not have shown up at the time of his clamping.
3. I spoke with the Driver who said the customer was very nice to him when he arrived etc and at no time did he call him a 'Smart Arse'
4. The Driver advised him how to appeal a clamping which he has not followed.

If your happy to refund him based on the fact that he did pay for parking and didn't get a ticket, I will, but lots of inaccuracy's here.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 June 2018 15:05  
**To:** [REDACTED]  
**Subject:** Fwd: Iarnród Éireann Customer Care CRM:00190003399

[REDACTED] can you investigate and revert.  
[REDACTED]

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---

**From:** IE CustomerCare  
**Sent:** Tuesday, June 12, 2018 2:11:38 PM  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003399

Hi [REDACTED]

Please see below for your attention.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.  
☎: +353 1 8366222 1850 366222 ✉: [www.irishrail.ie](http://www.irishrail.ie) E [crmmail@irishrail.ie](mailto:crmmail@irishrail.ie)  
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----- Original Message -----

**From:** [REDACTED]  
**Received:** 11/06/2018  
**To:** [REDACTED]  
**Subject:** Re: Customer Complaint Wrongful Actions

Dear [REDACTED]

I note by your reply you have received my "COMPLAINT OF WRONGFUL ACTION" by you the company APCOA Car Parking private contracted company to Irish Rail whose agents wrongfully clamped and thus inbouded our family car without notice or consent due to failures of your customer service systems as per evidence provided in the previous email including alleging an 'Offence of not displaying P&D Ticket' which I have shown was due to your negligent systems which is also proven parking fees paid for use of Irish Rail or Iarnróid Éireann carpark your contracted employer for parking facilities in Connolly Train Station.

Now I suggest APCOA Parking Ireland it's agents, employees start paying attention to its duty of customer care. As I do not want to dealing in your companies internal systems procedures. I and my family paid for a service and expected to be treated properly as a customer not have our family car inbouded along with my young family stuck in a car park waiting for your employee's to correct their wrongful actions seems unbeknownst to them as your systems as shown by your email are unable to communicate. Furthermore my personal bank a/c is in overdraft due to having to have our care released because your employee's are not allowed declamp vehicles without electronic payment notice registered to their systems informing me due to rules enforced by "IRISH RAIL".

I am not a "smart ass" as your employee suggested for asking questions first time(now last time) customer of APCOA Car Parking and Irish Rail car parking services.

Please note I am not appealing legal decision or leniency as that would indicate we were in the wrong in some way also you are private contracted company to Irish Rail who committed a wrongful action according to your notice of clamping to a customer who paid for the service.

I now expect this situation to be corrected in four working days to my families satisfaction as per previous email or I will be forced to take further action.

Thank you for your time.

Sincerely  
[REDACTED]

On Mon 11 Jun 2018, 1:33 p.m. Info, [REDACTED] wrote:

Hi [REDACTED],

To appeal this clamping fee, you must submit your appeal online.

<https://clampingappeals.apcoa.ie/customer-web/apcoaie/login>

Kind Regards  
[REDACTED]

APCOA Parking Ireland

---

**From:** [REDACTED]  
**Sent:** 11 June 2018 12:24  
**To:** [customercare@irishrail.ie](mailto:customercare@irishrail.ie); Info  
**Subject:** Clamped though paid two 24hr periods

Dear Sir/Madam,

**Please see attached documents showing payments from bank a/c to your company. Then after downloading the APCOA App the second 24hr period paid for shown in attachment on your App as prove.**

Please note the first bank a/c list of payments shows the first 24hr period paid for through my bank card in your machine at Connolly Station Car Park which the machine told us payment ok and excepted almost instantly taken from bank a/c.

Your machine failed to print a ticket though as it ok'd payment registered as paid from my bank a/c presumed this was norm using bank card note that your machine failed to work properly by not printing a receipt.

The second 24hr period paid for was through APCOA App which you will note from attachment. Again a paperless transaction not denoting print out receipt to put on car.

Please further note attachment showing the clamping of a family car as per your notice was for :- offence: No P&D Ticket Visible.

Please note according to this statement on your companies information provided and receipts, bank a/c payments, app etc.

The failure to produce a P&D Ticket noted as Offence was due to your machine not printing ticket though ok'd payment and accepted. Then we used your online app service which is a paperless transaction. Having previously used Parkbytext with no such shocking problems. My family and I found this extremely unsatisfactory treatment. As we have not used APCOA service provider before I asked your mobile driver No.2011 who licensed APCOA as parking service provider wanting to understand the chain of command or administrative chain to refer to or what to do.

On ringing the second time to get administration service I got the same person again Driver No.2011 who said I was a quote 'smart ass' for asking questions about licensing on previous phone conversation.

I then further explained my family situation where your driver advised leaving car there and contact administration in the morning after I explained we hadn't money for clamping plus having paid twice for 24hr periods.

He rightly cancelled the declamping driver coming.

Please note your telephone customer service agent Monica pointed out all service phonecalls are recorded including this 'smart ass' as your driver No.2011 called. I could complain more about service attitude though that would be fruitless, not to essential professional business service points.

Then I discovered my wife had to be back for appt in morning. So eventually ended up paying the declamping charge after discovering online service not to driver my mistake though either way now my bank a/c is in overdraft.

All due again to your services problems on P&D issues.

In total my family of three small children and our dog were stuck in car on a hot day through NO FAULT of our own for 1hr 1/2 initially discovering clamping dealing with your P&D issues.

Please detail when and how restoration of payments for clamping will be reimbursed and how your service companies will stop this happening to any family again.

I expect an appropriate reply with assurance of reimbursement and remedy for such discrepancies in your present service not experienced with Parkbytext within five working days before proceeding with further complaints actions officially.

Thank you for your time and professional reply in advance.

Sincerely

---

APCOA Parking in the UK comprises the following companies. APCOA Parking Holdings (UK) Limited, Registered No. 05163792, APCOA Parking (UK) Limited, Registered No. 02572947, APCOA Parking Services (UK) Limited, Registered No. 02492280, APCOA Facilities Management (UK) Limited, Registered No. 02352447, APCOA Facilities Management (Harrow) Limited, Registered No. 03481526. All these companies are registered in England and Wales and their registered offices are at Wellington House, 4 – 10 Cowley Road, Uxbridge, Middlesex UB8 2XW. [www.apcoa.co.uk](http://www.apcoa.co.uk)

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Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 28 June 2018 08:52  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003710

[REDACTED] could you call me to discuss and give some direction on this complaint.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann  
Tel: [REDACTED]  
Email: [REDACTED]



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**From:** IE CustomerCare  
**Sent:** 28 June 2018 08:27  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003710

Hi [REDACTED],

Please see yet another email from [REDACTED] below. I have answered all of his questions so I will not be replying to him on any further correspondence.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 27/06/2018  
**To:** [REDACTED]



**Subject:** Re: Iarnród Éireann Customer Care CRM:00190003621

Do you intend to answer my question from 5 days ago i.e. *"and how many more customers like me were seriously discommoded in Waterford on 31st May after paying their fees?"*.

On Fri, 22 Jun 2018 at 20:21 [REDACTED] wrote:

Thank [REDACTED] for that information but you haven't answered my 2nd question i.e. *how many spaces were sold by APOCA at Plunkett Station on 31st May '18? and how many more customers like me were seriously discommoded in Waterford on 31st May after paying their fees?*

I feel I have a right to ask this question because I was seriously inconvenienced on the 31st May last. It seems to me that APOCA are taking as many fees as they can in offering a parking service, but if their parking service is not provided APOCA will not return the fees to the affected customer. You say *"Iarnród Éireann's Policy on parking is spaces are provided on a first come basis, APOCA Manage our car parks as per our instructions/policy"*. What is the point of pre-booking a space through APOCA's website if they don't guarantee that space? If it's a 1st come 1st served procedure there wouldn't be any problem at all. Iarnród Éirenn need to "reinstruct" APOCA.

We can go "round and round" with this as many times as Iarnród Éirenn and APOCA like but I, for one, will not be have money taken from me on a fraudulent basis, and then have my plans for that day practically ruined without even an apology from either Iarnród Éirenn or APOCA.

I refer you to the last sentence in my email of 20th June.

On Fri, 22 Jun 2018 at 16:42, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for your follow on email.

Please be advised pre pay parking does not guarantee a car park space, Iarnród Éireann would advise customers to secure a free space before payment is made.

Please see below data for Waterford station

SITE NAME :	SITE NUM:	SPACES:	DISABLED BAYS:	STAFF BAYS:	E-CAR SPACES:	T S
-------------	-----------	---------	----------------	-------------	---------------	-----

Waterford Train Station	1069	145	5	0	2
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Thank you for your correspondence.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

☎: +353 1 8366222 1850

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----- Original Message -----

From: [REDACTED]

Received: 21/06/2018

To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:00190003563

Hello,

You haven't answered my questions i.e. *Does Iarnród Éireann know how many parking spaces are available at Plunkett Station, Waterford and how many spaces were sold by APOCA at Plunkett Station on 31st May '18? How many more customers like me were seriously discommoded in Waterford on 31st May after paying their fees?*

On Wed, 20 Jun 2018 at 20:44 [REDACTED] wrote:

On 31st May I e-mailed APOCA to complain my booked parking space was not available on that day and asked them to reimburse my fee of €3.50. They only replied when I had to remind them on the 11th June. My fee was eventually returned on the 12th June. It seemed to me APOCA had no interest in returning my money until I asked for it twice.

However, on 13th June when I asked APOCA that *"in future please be sure, when I'm booking another parking space in Waterford Railway Station, that you actually have a parking space available. Otherwise please let me know while I'm booking. Your company seriously discommoded me last time after I booking in good faith"*. Apoca's reply was "Just be aware that - Unfortunately you are not guaranteed a parking space at a Location, to avoid disappointment it might be advisable to purchase your parking session whilst on site. Unfortunately we cannot refund any sessions purchased where a parking space is not available". Eight more e-mails were exchanged since for clarification but they insist they will not return fees even if their service (parking space) is not provided. Hence my e-mail to Iarnród Éireann for clarification. Iarnród

Éireann now tell me on 19th June that "APCOA Manage our car parks as per our instructions/policy".

Does Iarnród Éireann know how many parking spaces are available at Plunkett Station, Waterford and how many spaces were sold by APOCA at Plunkett Station on 31st May '18? How many more customers like me were seriously discommoded in Waterford on 31st May after paying their fees?

This attitude from APOCA and it seems Iarnród Éireann is fraud i.e. paying fees for a service which sometimes is not provided, and then refusing to reimburse such fees. This is totally unacceptable. Be advised and be aware, if I book a parking space with APOCA in future and pay their fees but then find they don't provide their service and refuse to reimburse my payment fee, I will make a complaint to the Gardai for fraud against Iarnród Éireann and APOCA.

[REDACTED]

On Wed, 20 Jun 2018 at 10:50, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for your email.

Please provide proof of your payment for parking in Waterford Plunkett station on 31/5/18 and I will pass it on to our contracts manager.

Thank you for your correspondence.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 19/06/2018

To: [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:00190003553

Thank you for your reply, but I'm not happy with it.

A first come policy is all well and good BUT why don't APOCA return their fees to a customer if their service is not provided? Again I say, they should know how many spaces are available when a customer is booking through their website.

Is Iarnród Éireann actually instructing APOCA to withhold fees for a service that's not provided?

I refer you to my e-mail of the 17th June for your clarification.

Regards

On Tue, 19 Jun 2018 at 16:45, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Further to my last email I have spoken with our contracts manager and can advise that Iarnród Éireann's Policy on parking is spaces are provided on a first come basis, APCOA Manage our car parks as per our instructions/policy.

Thank you for your correspondence.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 19/06/2018

To: [REDACTED]

Subject: Iarnród Éireann Customer Care CRM:00190003542

Dear [REDACTED]

Thank you for your email and apologies for any inconvenience caused to you regarding Apcoa Parking. I have passed your correspondence on to our contracts manager for his information.

Thank you for taking the time to contact us.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 17/06/2018

**To:** [REDACTED]

**Subject:** APOCA Procedures

Dear Sir/Madam,

Apoca have told me they "you are not guaranteed a parking space at a Location" and they "*cannot refund any sessions purchased where a parking space is not available*".

Why do Iarnród Éirenn allow this procedure and practice from APOCA? It seems to me that APOCA are selling as many parking spaces as they can via their website without guaranteeing a space. There are only a certain amount of spaces available at any given location and they should know when a customer is booking a session via their website that a parking space is available or not. APOCA say they're providing a service but which they sometimes do not provide and then refuse to reimburse a customer's fees when their service is not provided. This does not include the frustration and inconvenience of paying for a parking space only to find there is no space available on the morning in question. This happened to me at Plunkett Railway Station, Waterford on the morning of 31st May last. This seems to me to be a fraudulent situation.

Is APOCA going to be allowed to continue with this shameful practice? Please clarify.

[REDACTED]

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clarlaithe in Éirinn ag Staisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 11 July 2018 09:46  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01040003465

[REDACTED], see below, please contact customer and point out we have 8 pay stations scattered around Heuston Station and more than adequate signage that this car park is a pay and display car park.

Remind him he can appeal.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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---

**From:** IE CustomerCare  
**Sent:** 10 July 2018 17:41  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01040003465

Good Evening [REDACTED]

Thank you for your correspondence.

I have forwarded your email onto the Contracts Manager for the Car Parks in Iarnród Éireann, who will reply to your issue's as I do not deal with car parking fines and I cannot accede to your request to refund the clamping fee/Taxi fare. The Station Manager has advised there are no barriers at either the entrance or exit to the car park, however there is a large numbers of signs detailing the conditions of use.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 02/07/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

I travelled with my father (age 91) to Cork (11am from Heuston) and back to Heuston (8.40pm from Cork city) on Sat 30th June. I parked my car in the Heuston train station carpark at 10.30 approx while leaving my very slow walking father near the ticket purchase area. There was no barrier to the carpark and I could not get a carparkin ticket. I did see a Pay station with an unusual pay box/computer with lots of signs re downloading the APCOA app to save money but no place to get a PARKING TICKET - which one normally gets in carparks throughout Ireland. I went to find my father and get our train tickets and following setting my father in the direction of coach C on track 6 I went back to the carpark to get a parking ticket. I also photographed the entrance area and the Patstation. Neither of which places states that parking is restricted to people who download apps with 7 stages as they head for a train. I could not get a ticket from the PAY machine but I did see a slot for cast but presumed that was for paying on RETURN to the carpark after the length of stay was accounted for by a ticket as is normal practice. That night, following our train arriving back in Heuston at 12.15 am (about 40 mins late) I left my exhausted 91 year old father to walk towards the exit while I went to get my car. My car was CLAMPED. No staff were around. The gates were open. I phoned the APOAC company and could not get through (They had a ref code burried in small print in a very long slip of paper in a plastic bag under my wiper. £ times I tried to contact them. I then had to get a taxi (cost €45 to bring us home to St. Margaret's at approx 1am. The following morning I phoned the American parking corporation who manage your carpark and they insisted on my paying €120 before they would unclamp my car.

Please CONTACT that APCOA company to reimburse my totally unfair clamping fee and the taxi fare I had to pay. My phone no. [REDACTED]

Regards,  
[REDACTED]

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>  
[REDACTED]

Timestamp: Mon Jul 02 14:37:36 BST 2018

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 24 May 2018 10:17  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130002774

Bill, see below purchase history for parking at Hazelhatch Station. I note your car was covered up to 7<sup>th</sup> April, your car was clamped on 12<sup>th</sup> April, you then purchased parking on 13<sup>th</sup>.

Your car was correctly clamped on the 12<sup>th</sup>.

Regrettably I am not in a position to offer a refund on the de – clamp fee.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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**From:** IE CustomerCare  
**Sent:** 18 May 2018 09:29  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130002774

Good morning [REDACTED]

Please see follow n email from customer [REDACTED]. Could you please respond to customer?

Thanks in advance.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 16/05/2018

**To:** [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:01130002401

Hello

Your response was not very helpful as it did nothing to help solve my issue.

The main reason I am contacting you again is that it's over a month since I got clamped and I have not heard anything back from apcoa. You have to admit this is a terrible service and it's on your behalf. You need to step up here and help a loyal customer.

[REDACTED]

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---

**From:** IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)>

**Sent:** Tuesday, April 17, 2018 2:26:09 PM

**To:** [REDACTED]

**Subject:** Iarnród Éireann Customer Care CRM:01130002401

Dear [REDACTED]

Thank you for contacting Irish Rail.

I am very sorry to read of the issues outlined in your email below and I apologise, on behalf of Irish Rail, for any inconvenience caused. I have forwarded your comments on to the Contracts Manager for his information.

Thank you for your patience and apologies again.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 13/04/2018

**To:** [CRMMail@irishrail.ie](mailto:CRMMail@irishrail.ie); Web Site Emails

**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

I got clamped at hazelhatch station yesterday. I realize you have outsourced parking matters to Apcoa but I want to highlight issues with your new provider. I am a regular train user and as such park in hazelhatch every day. I buy a monthly pass for parking and each month with your old supplier I got a reminder text to tell me my pass was expiring. Last month you moved to Apcoa and I bought the monthly pass through their app. There was no facility to ask for a monthly reminder in the purchase path. I assumed I would as a matter of course get a monthly reminder. My month expired and no reminder and I didn't realize it had expired. I returned to my car yesterday to find my car clamped. I subsequently explored the apcoa app and their purchase path again and there are no prompts in the purchase path to opt in for a text reminder. This should be a prerequisite for purchases over an extended period. I found the text alert option in another part of the app and in no way linked to the purchase of a parking pass. I contacted apcoa and had to pay the decamping fee of €120 and wait an hour for the guy to release my car. I then went to appeal the clamp and their service is very poor. The option is online only and you only get 500 characters to explain your issue. Once submitted I got an automated response to say it should be reviewed within a month. All in all you will agree that this is a really poor customer experience and ultimately it's Irish rails responsibility, as an Irish rail customer I have no choice but to use apcoa, you made that choice for me. The whole process is designed to make it more likely to get clamped and as difficult as possible to appeal. I am calling on you to address this immediately, not in one month. Kind regards. [REDACTED]

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>  
[REDACTED]

Timestamp: Fri Apr 13 12:58:18 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scalreanna, clárálthe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

**O'Toole Lynette**

---

**From:** [REDACTED]  
**Sent:** 23 May 2018 16:19  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130002787

[REDACTED] see below complaint, in view of the circumstances and wait of 1 hour 50 minutes please issue a full refund and inform customer of decision.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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---

**From:** IE CustomerCare  
**Sent:** 18 May 2018 12:08  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130002787

Hi [REDACTED]

Please see email below for your attention.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 15/05/2018  
**To:** [CRMMail@irishrail.ie](mailto:CRMMail@irishrail.ie); Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

Dear Sirs,

I was clamped on yesterday the 14th May at Kent Station, Cork. I accept that I deserved to be clamped on the day as I, through my own fault, did not have sufficient change nor did I allow myself time to obtain more change.

However the reason for this Appeal is the serious, inordinate and excessive delay I was subjected to in or about the removal of the clamp.

I made the call to pay the fine of €120 at 15.38. I was informed by the automatic service that the clamp would be removed within the hour. This did not happen. I telephoned the number again at 16.02. The customer service agent contacted the clampers and I was told it would be a further 20 minutes. I explained to the lady on the telephone that I was under time pressure as I had children to collect. She stated the clampers knew I was waiting for them. Again, the clampers did not appear within 20 minutes. The declamp time was in fact 17.28, over an hour after the time I was secondly informed the clampers would arrive, and 1 hour and 50 minutes after my initial call.

I politely asked the clampers when they arrived for their names only to be initially met with silence and thereafter I was asked why I wanted it. I explained that I wanted it as they had left me wait for one hour and 50 minutes. Eventually the second clamber informed me that their names were [REDACTED] There was no apology or explanation.

I acknowledge that there are signs all over the carpark informing customers of the threat of clamping and of the fine of €120 for the removal of the clamp. Nowhere do the signs inform customers that on top of the fine might your car, your private property, be detained from you as a result of being immobilised, and by extension, you the customer, be detained as a direct and natural consequence of same. My treatment by your company, servants and/or agents, was degrading and humiliating. I was offered no apology or explanation for the inordinate delay. I was punished on the double for this parking 'offence' by paying a hefty fine and being detained for almost 2 hours.

I consider my treatment to be in breach of my right to liberty and private property. These are constitutionally enshrined rights and are actionable per se before the Irish Courts. A purported sentence involving a fine and a period of detention is also unlawful in the State.

The outcome of this Appeal will determine whether or not I take this matter further. I am a lawyer by profession and have both the time, resources and knowledge to pursue this matter through the Courts if necessary and will rely on this email to apply for my legal costs.

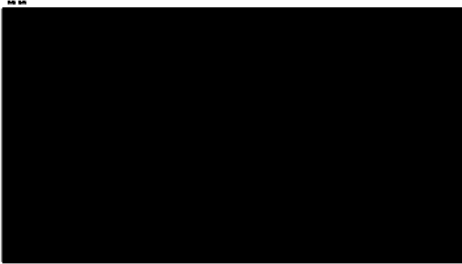
You might note also that I spoke with a very pleasant Irish Rail employee who also telephoned the clampers on my behalf at approximately 1700. They informed him that they were coming from the South Side of the City and their arrival time depended on traffic. He also informed me of the policy of there being no charge if the wait exceeded 2 hours and that he had never known of a customer who had to wait over an hour. The

time at which the claspers arrived made it clear to me that their only concern was arriving within the 2 hours and having me wait up to that time was irrelevant to them. I also note that within Cork City at the time I initially telephoned, there is nowhere the claspers could have been that would have taken them over 30 minutes to arrive. These claspers made a decision to leave me wait.

I will also be copying this Appeal to Iarnroid Eireann.

I wait hearing as a matter of urgency.

Regards,



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---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

Timestamp: Tue May 15 10:48:18 BST 2018

**O'Toole Lynette**

---

**From:** [REDACTED]  
**Sent:** 21 August 2018 17:06  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130003979

[REDACTED] see below FYA.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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---

**From:** IE CustomerCare  
**Sent:** 21 August 2018 13:15  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130003979

Good afternoon [REDACTED]

Please see below.

Kind Regards,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 15/08/2018  
**To:** [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:01130003884

Hi [REDACTED]

I am copying, below, previous email correspondence of July 1st sent by myself to [REDACTED], of your customer care team.

The issues is that the information available on parking at Colbert station is inadequate. Advice given by APCOA at the time was misleading - I was told that their site had automatic number plate recognition cameras and that I did not need a code or ticket to enter their car park. All this is true, after a fashion, but the map suggests that the car parking is in the Iarnrod Eireann location accessed through cash only pay barriers. APCOA are not easy to deal with. Their phone number is not answered and their email system is adequate but not brilliant.

My argument is that as I accessed the online pay parking through the Iarnrod Eireann site and as APCOA state they are running the parking operation on behalf of Iarnrod Eireann, Iarnrod Eiereann has a duty of care to ensure that the customer service is fit for purpose.

Regards

[REDACTED]

Email sent to Iarnrod Eireann on 1st July 2018

Thanks, [REDACTED]  
for the clarification.

I booked station parking through the Inroad Eireann site link and drew the obvious conclusion that the parking in question is the usual parking alongside the station and accessed through the cash-only barriers. Where is the APCOA parking?

I would suggest that either APCOA or Iarnrod Eireann, preferably both, would clarify the fact that 2 parking areas exist and the APCOA site is not the familiar railway parking lot known to customers of the railway over the years. I would also suggest that the confirmation email issued on receipt on payment should provide essential information on the location of the two car parks and that each operates differently. The APCOA park has no barriers and no public display of a the parking paid ticket. Perhaps you could send me that information along with the credit for a day's parking of payment should clarify in words and with a map, the locations of the parking at the station and which one has been selected by the customer.

Regards,

[REDACTED]

Email sent to Iarnrod Eireann on 1st July 2018

Hi [REDACTED]

I have just gone through the Iarnrod Eireann and APCOA sites to see can I get any clarity on the existence of 2 parking locations and the difference between them.

The Iarnrod Eireann site refers only to one location and the cash payment required. This site is clearly well out of date as it asks customers to allow for building works at the car park site which may cause delays. These works were completed some years ago!

The APCOA site simply refers to parking at the station. The Google map locates the parking beside the station, more or less where you would enter the pay by cash barrier parking lot.

There is much confusion here. I would expect APCOA, as the new provider, to review existing information, update it and present it to the customer in a customer-friendly way.

The default for many would be to go the older parking site, the familiar one. APCOA's own map would confirm this choice. Neither APCOA nor Iarnród Éireann make any effort to inform the customer clearly.

Looking forward to an early correction of this muddle,

Regards,  
[REDACTED]

Sent from Samsung tablet.

----- Original message -----

From: IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)>  
Date: 13/08/2018 10:45 (GMT+00:00)  
To: [REDACTED]  
Subject: Iarnród Éireann Customer Care CRM:01130003884

Dear [REDACTED]

Thank you for your email.

I have checked our systems and regrettably, we do not have any previous correspondence from you in relation to the issues outlined below. Could you please advise me of the issues and I will investigate the issues for your you.

Thank you in advance for your correspondence.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 10/08/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]



Phone: [REDACTED]

Nature of Feedback: Station

Comments:

Hi,  
I emailed you in early July about problems with booking APCOA parking at Colbert Station, Limerick. I have sorted out my issues with APCOA with some effort.

I am disappointed that my email to Iarnrod Eireann has been ignored. It relates to the confusions arising from the information relating to car parking on the Iarnrod Eireann website.

I look forward to hearing from you soon.

Regards,

[REDACTED]

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Aug 10 17:08:00 BST 2018

Iarnrod Eireann Irish Rail, cuideachta ghlomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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**O'Toole Lynette**

---

**From:** [REDACTED]  
**Sent:** 25 October 2018 16:21  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130005382

[REDACTED] as an APCOA Connect customer you have an option to have an sms reminder sent to you to inform you your parking is due to expire.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
Tel: [REDACTED]  
Email: [REDACTED]



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**From:** [REDACTED]  
**Sent:** 25 October 2018 16:17  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130005382

This customer is not registered for any text or email reminder.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 25 October 2018 16:10  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130005382

Lads see below complaint, please investigate and revert.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,



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**From:** IE CustomerCare

**Sent:** 25 October 2018 15:47

**To:** [REDACTED]

**Subject:** Iarnród Éireann Customer Care CRM:01130005382

Dear [REDACTED]

Thank you for your email.

I am sorry to read of the issues outlined below. I have forwarded your correspondence to the Contracts Manager for his attention.

Thank you for taking the time to contact us.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 18/10/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

When NCP had the parking franchise at Kildare station, I paid monthly and always got a reminder 24 hours

prior to period end.

APCOA do not do this and as a consequence I was clamped today. My fault.

However I feel it is slightly sharp practice and I would ask that Irish Rail should make it a franchise condition as it smacks of the poorest form of customer service and a money grabbing exercise.

I look forward to your reply

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu Oct 18 16:29:25 BST 2018

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Remember, emails can be scammed. For payments to APCOA, we will never notify you of a change to our bank details by email. If you receive an email to this effect, please contact us immediately (do not use any contact details provided in the email to do this) and do not make any payment to the account stated. For payments to you, if you wish to notify APCOA of a change of your own bank details to those originally provided by you, please note that we will not accept these by email without additional documentation and confirmation being provided.

**O'Toole Lynette**

---

**From:** [REDACTED]  
**Sent:** 25 October 2018 09:42  
**To:** [REDACTED]  
**Subject:** Fwd: Iarnród Éireann Customer Care CRM:01020004251

Ray,FYA.  
[REDACTED]

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---

**From:** IE RUContractManagement  
**Sent:** Thursday, October 25, 2018 9:37:04 AM  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01020004251

FYI

Kindest Regards  
[REDACTED]

Contracts Department, Railway Undertaking, Iarnród Éireann, Heuston Station, Dublin 8. ☎: +353 1 703 1990 ✉:



**From:** IE CRMMail On Behalf Of Joyce John  
**Sent:** 25 October 2018 09:10  
**To:** [REDACTED]

**Subject:** Iarnród Éireann Customer Care CRM:01020004251

Hi there

Feedback received yesterday.

With Regards

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 24/10/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

In the car park of Sallins train station there are a number of lamps which are not working.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Oct 24 22:30:36 BST 2018

## O'Toole Lynette

---

**From:** IE CustomerCare  
**Sent:** 01 June 2018 12:18  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003269

Hi [REDACTED]

Please see email below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 31/05/2018  
**To:** CRMMail@Irishrail.ie; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

Car parking at Kent Station. I arrived at 1.30pm got parking at 2pm was unable to pay by credit card or notes didn't have sufficient coins. Paid €5 and then went to the parking booth it was now 2.10pm the attendant was v unhelpful said I had to download an app or go back and put up another disc . A gentleman by the name of [REDACTED] (also an employee of the Car park ) took pity on me helped me get change and offered to leave extra disc on my car .

The Car parking comes under the name of Irish rail yet it is so difficult to pay and there is effience of clamped cars many of whom may be like myself unable to pay

Please can you review this situation as I understand Irish rail are attempting to encourage rail travel my parking experience will make me think long and hard before using the train again

I await hearing from you  
[REDACTED]

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu May 31 16:11:22 BST 2018



[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 14 June 2018 11:00  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003448

Hi [REDACTED]

Please see emails below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 14/06/2018  
**To:** [REDACTED]

**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003441

Thank you.

Could you please remind your contracts manager that as a result of this unjustified penalty, I car pooled with another colleague this week and drove to Cork. Irish Rail lost two first class customer tickets and I will be doing the same next Thursday.

I would you ask your contracts manager to look at the APCOA on line booking system as see how easy it is to make this timing error.

As I mentioned before, there was no intent on my behalf to avoid paying the parking fee, I had booked it a day in advance for the correct duration, just the incorrect AM verses PM.

Thank you for looking into this on my behalf.

Regards  
[REDACTED]

---

**From:** IE CustomerCare [<mailto:CustomerCare@irishrail.ie>]  
**Sent:** 14 June 2018 08:29  
**To:** [REDACTED]  
**Subject:** [EXTERNAL] Iarnród Éireann Customer Care CRM:00190003441

Dear [REDACTED]

Thank you for your email.

Could you provide me with your car registration number and the fixed penalty notice number and I will pass your correspondence on to the contracts manager for his information and consideration.

Thank you for your correspondence.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 12/06/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

**Email:** [REDACTED]

**Phone:** [REDACTED]

**Nature of Feedback:** Station Issues

**Comments:**

I have issue with the Apcoa parking in Heuston Station. I bought on line parking for a days trip to Cork on 30th May The start time (which was the default time) was not correct which was my fault however the intent was to cover parking for my journey. I left the receipt on my dash board. I got 120 euro fine which I have appealed. I travel every Thursday - First Class to Cork but until this issue is resolved I will be driving to Cork. I am writing to you to see if Irish Rail can assist this appeal.

---

**Referer:** <http://www.irishrail.ie/contact-us/customer-service-section>

**IP of submitter:** [REDACTED]

**Timestamp:** Tue Jun 12 13:13:54 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O

Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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---

Jacobs Engineering Ireland Limited  
Merrion House, Merrion Road, Dublin 4, Ireland  
Registered in Ireland under number 111945

## O'Toole Lynette

---

**From:** IE CustomerCare  
**Sent:** 20 June 2018 11:53  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003567

Hi [REDACTED]

Please see feedback below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 18/06/2018  
**To:** [REDACTED]

**Subject:** APCOA

To whom it concerns,

Just some feedback that after being a loyal user of your Park by Text service at Kent Station for years, APCOA's new service is indeed a masterclass in how not to run a car-park...congratulations!

I was last week for not displaying my parking reservation even though I was never emailed one and am currently dealing with a €120 clamping appeal.

In my personal usage as well as in my capacity as a professional travel writer, I will never be using your car park services again.

Le meas,  
[REDACTED]





[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 14 September 2018 12:06  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190004832

Hi [REDACTED],

Please see email below.

Could you advise if a customer is entitled to a refund if they pre-book parking and no space is available on arrival to the station.

Thanks in advance.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 11/09/2018  
**To:** [REDACTED]

**Subject:** FW: Parking at Colbert St Limerick [REDACTED]

APCOA Parking at Colbert Station Limerick

Dear Sirs

As you can see from the email correspondence with APCOA, I am having difficulty in getting a refund of my parking fee which was paid on line but no space available when I arrived at Colbert Station.

Can you be of help to me in requesting APCOA to deal with this matter.

Yours  
[REDACTED]

---

**From:** Info <[info@apcoa.ie](mailto:info@apcoa.ie)>  
**Sent:** 11 September 2018 09:02  
**To:** [REDACTED]  
**Subject:** RE: Parking at Colbert St Limerick [REDACTED]

Dear [REDACTED]

Thank you for your below email.

This has been passed onto our Operations Department whom will revert back to you.

Regards  
[REDACTED]

APCOA Parking Ireland

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---

**From:** [REDACTED]  
**Sent:** 10 September 2018 22:00  
**To:** Info  
**Cc:** [complaints@nationaltransport.ie](mailto:complaints@nationaltransport.ie)  
**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Sirs

Further to my earlier emails, I now have had an opportunity to study the Acpoa "Terms and Conditions". No where does it state that refunds cannot be made.

On Sunday evening you accepted a payment from me for parking my car at Colbert Station. As there were no spaces available I had to go elsewhere to park and advised you accordingly by phone at the time.

The person that spoke to me said that I should email you for my refund.

I phoned Irish Rail and [REDACTED] advised that the matter should be dealt with by Apcoa

Whilst I accept that you have no control on whether or not spaces are available, you have a duty to refund monies paid by me in advance for a service that turned out to be not available. Your failure to do so is an act of fraud and it is my intention bring this matter to the attention of the relevant authorities

Yours  
[REDACTED]

---

**From:** Info <[info@apcoa.ie](mailto:info@apcoa.ie)>  
**Sent:** 10 September 2018 18:05  
**To:** [REDACTED]  
**Subject:** RE: Parking at Colbert St Limerick [REDACTED]

Dear [REDACTED]

You have been advised fully and we cannot advise any further. Please visit [www.apcoaconnect.ie](http://www.apcoaconnect.ie) and read through the FAQ section.

Regards,

Customer Support  
APCOA Parking Ireland

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---

**From:** [REDACTED]  
**Sent:** 10 September 2018 17:55  
**To:** Info  
**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]  
[REDACTED]

Can you please direct me to the section of "terms and conditions" that state that you are entitled to take my money after failing to provide the service for which you charged me e3.50

Also, I have spoken to [REDACTED] of Irish Rail and he has stated that it is your responsibility to refund me

Yours  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Info <info@apcoa.ie>

Date: 10/09/2018 12:27 PM (GMT+00:00)

To: [REDACTED]

Subject: RE: Parking at Colbert St Limerick [REDACTED]

Hi [REDACTED]

If you wish to complain about the rules onsite, please contact Irish Rail Customer Service.

<http://www.irishrail.ie/contact-us>

Regards,  
[REDACTED]

APCOA Parking Ireland

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---

**From:** [REDACTED]

**Sent:** 10 September 2018 11:31

**To:** Info

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

[REDACTED]

I should have been advised last evening of this position. You are selling car parking spaces that may not exist and retaining monies for failure to provide a space. That is very sharp practice. If my monies are not refunded I will refer the matter to the authorities as this is nothing short of theft.

Yours  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Info <info@apcoa.ie>

Date: 10/09/2018 10:48 AM (GMT+00:00)

To: [REDACTED]

Subject: RE: Parking at Colbert St Limerick. [REDACTED]

Hi [REDACTED]

Please be advised we do not issue refunds for spaces not available.

"Unfortunately you are not guaranteed a parking space at a Location, to avoid disappointment it might be advisable to purchase your parking session whilst on site. Unfortunately we cannot refund any sessions purchased where a parking space is not available"

Regards,  
[REDACTED]



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---

**From:** [REDACTED]  
**Sent:** 10 September 2018 10:27  
**To:** Info  
**Subject:** Parking at Colbert St Limerick [REDACTED]

There is no parking available. Please credit me my E3.50 payment

[REDACTED]

Sent from my Samsung Galaxy smartphone.

---

APCOA Parking in the UK comprises the following companies. APCOA Parking Holdings (UK) Limited, Registered No. 05163792, APCOA Parking (UK) Limited, Registered No. 02572947, APCOA Parking Services (UK) Limited, Registered No. 02492280, APCOA Facilities Management (UK) Limited, Registered No. 02352447, APCOA Facilities Management (Harrow) Limited, Registered No. 03481526. All these companies are registered in England and Wales and their registered offices are at Wellington House, 4 – 10 Cowley Road, Uxbridge, Middlesex UB8 2XW. [www.apcoa.co.uk](http://www.apcoa.co.uk)

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Remember, emails can be scammed. For payments to APCOA, we will never notify you of a change to our bank details by email. If you receive an email to this effect, please contact us immediately (do not use any contact details provided in the email to do this) and do not make any payment to the account stated. For payments to you, if you wish to notify APCOA of a change of your own bank details to those originally provided by you, please note that we will not accept these by email without additional documentation and confirmation being provided.

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## O'Toole Lynette

---

**From:** IE CustomerCare  
**Sent:** 21 May 2018 15:16  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01040002958

Good Afternoon [REDACTED]

Thank you for your correspondence, I am sorry to read of the details outlined below.  
The Customer Care Department would not deal with issues relating to the car parks, I have forwarded your feedback onto the Contracts Manager for the Car Parks within Iarnród Éireann for his attention.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 16/05/2018  
**To:** CRMMail@irishrail.ie; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

Car Parking and Apcoa. I made two simple mistakes booking on line with Apcoa and was penalised €120 and my appeal was rejected each time. I find this unfair and inconsiderate and unlike the previous provider. I paid the fare but entered the wrong date. I am 75 and would expect a little more understanding. Thanks

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed May 16 15:07:00 BST 2018

[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 11 May 2018 10:36  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130002706  
**Attachments:** IMG\_4764.JPG; IMG\_4762.JPG; IMG\_4767.JPG; IMG\_4765.JPG; IMG\_4763.JPG

Good morning [REDACTED]

Please see email below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

☎: +353 1 8366222 1850 366222 ✉: [www.irishrail.ie](http://www.irishrail.ie) E [crmmail@irishrail.ie](mailto:crmmail@irishrail.ie)

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 09/05/2018  
**To:** [REDACTED]

**Cc:** [REDACTED]  
**Subject:** Clamping incident

Hello

I parked like I always do yesterday morning at Waterford train station. I had the new app on my phone since the 3rd of May. I didn't receive a confirmation of payment via text or email on that day so as I wasn't expecting a confirmation yesterday. I boarded the train and thought no more about it. I clicked the buy again button as prompted and considered my parking paid. Historically I always phoned the provider and got a verbal confirmation it was paid. The last company provided a much more personal service and I never had any trouble. Since the new company I have gone to machine and it doesn't always work so I decided to download the new app.

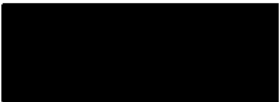
When I returned and saw my car clamped I was in absolute complete shock. I was so upset my heart was racing. I have 4 children I work full time and I needed to get home to the baby. I didn't have €120 on me to pay this huge bill. I called the customer care line and proceeded to explain my story. I was so upset when I was told pay up or no car. The lady [REDACTED] had absolutely no sympathy and not a bit interested in my defense or accepting that the app had not worked for me. I was told the app worked fine. So you can imagine my surprise when I met a very kind gentleman called [REDACTED] who too had the exact same experience [REDACTED] had confirmed in writing the app didn't work.

I met an extremely kind station manager who was prepared to vouch for me and made a call stating my case and that I was of most genuine intents. His efforts were completely dismissed and he was informed he wasn't senior enough to vouch for me.






I am so upset over the whole incident and I will pursue this at all costs. I am demanding my €120 back immediately. The company had my number they could have called me prior to clamping and I would explained that I had pressed the button. I will be happy to explain this to anyone who is prepared to listen. Your app is faulty not user friendly and does not without setting up separately send confirmation of payment.

I think Irish Rail should find a better provider that accept genuine people’s explanations .

Sincerely



Attachment receipts and confirmation of payment for both days parking

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[REDACTED]

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**From:** IE CustomerCare  
**Sent:** 18 September 2018 12:22  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130004422  
**Attachments:** IMG\_4767.JPG; IMG\_4764.JPG; IMG\_4763.JPG; IMG\_4765.JPG; IMG\_4762.JPG

Hi [REDACTED]

Please see follow on email from customer below. Could you please respond?

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

☎: +353 1 8366222 1850 366222 ✉: 🌐: [www.irishrail.ie](http://www.irishrail.ie) E [crmmail@irishrail.ie](mailto:crmmail@irishrail.ie)

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 15/09/2018  
**To:** [REDACTED]

**Subject:** Fwd: Clamping incident

Hi

I can't express how disappointed I am that this incident where the app clearly was not working has not been dealt with.

Please please may I ask you to sort this out please.

Thank you  
[REDACTED]

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 9 May 2018 at 19:32:27 IST  
**To:** [customercare@irishrail.ie](mailto:customercare@irishrail.ie)  
**Cc:** [REDACTED]  
**Subject:** Fwd: Clamping incident

Just a follow up with regard to the incident at Waterford Train station ... Tuesday May 8th ...

In no particular order ...

-- I use the train 3 mornings a week

-- For the last 2 years I historically purchased @ €30 ticket for the month via park by text  
-- I am almost certain that I just used APCOA on one occasion ( last month )  
-- As it has always been a monthly ticket I went to purchase via the app on the Tuesday morning  
-- No joy ... rang my wife to come over to collect the car from the station as I work in an accountancy practice in Dublin and have meetings diariied  
-- On arrival at the station she saw the car was clamped ( and took the lift back from the neighbour who had kindly brought her over )  
-- No need to give detail of the conversation between both of us .... enough said  
-- My working day is 7.10am train to Dublin ... with the 6.35 home  
-- I got the 5.35 home in order to sort out the car on arrival  
-- Long day -- hard work -- not really interested in talking to anyone in APCOA or to the guy who unlocked the wheel brace ( he has a job to do )

So what do I want Irish Rail to do ....

-- Communicate with APCOA  
-- Reflect my situation  
-- Request a refund for me .... as your customer  
-- Over the last 2 years I have paid " park by text " circa €600 ... €30 x 20 months .... and Irish Rail  
circa €7200 ... €90 per week by 80 weeks ( instead of 104 weeks )

Please prove that your department delivers its name .... customer care

Yours Faithfully,

[REDACTED]  
ps As I paid by cash [REDACTED]  
[REDACTED]

pps Worse scenario should be 4 x Irish Rail ... complimentary ... return tickets ( Waterford to Dublin )

----- Forwarded message -----

From: [REDACTED]  
Date: Wed, May 9, 2018 at 3:16 PM  
Subject: Clamping incident  
To: [customercare@irishrail.ie](mailto:customercare@irishrail.ie)  
Cc: [REDACTED]

Hello

I parked like I always do yesterday morning at Waterford train station. I had the new app on my phone since the 3rd of May . I didn't receive a confirmation of payment via text or email on that day so as I wasn't expecting a confirmation yesterday. I boarded the train and thought no more about it . I clicked the buy again button as prompted and considered my parking paid. Historically I always phoned the provider and got a verbal confirmation it was paid. The last company provided a much more personal service and I never had any trouble. Since the new company I have gone to machine and it doesn't always work so I

decided to download the new app.

When I returned and saw my car clamped I was in absolute complete shock. I was so upset my heart was racing. I have 4 children I work full time and I needed to get home to the baby. I didn't have €120 on me to pay this huge bill. I called the customer care line and proceeded to explain my story . I was so upset when I was told pay up or no car . The lady [REDACTED] had absolutely no sympathy and not a bit interested in my defense or accepting that the app had not worked for me. I was told he app worked fine. So you can imagine my surprise when I met a very kind gentleman called [REDACTED] who too had the exact same experience [REDACTED] had confirmed in writing the app didn't work.

I met an extremely kind station manager who was prepared to vouch for me and made a call stating my case and that I was of most genuine intents. His efforts were completely dismissed and he was informed he wasn't senior enough to vouch for me.

I am so upset over the whole incident and I will pursue this at all costs . I am demanding my €120 back immediately. The company had my number they could have called me prior to clamping and I would explained that I had pressed the button. I will be happy to explain this to anyone who is prepared to listen. Your app is faulty not user friendly and does not without setting up separately send confirmation of payment .

I think Irish Rail should find a better provider that accept genuine people's explanations .

Sincerely

[REDACTED]

Attachment receipts and confirmation of payment for both days parking

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[REDACTED]

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**From:** IE CustomerCare  
**Sent:** 11 October 2018 15:34  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130005118

Dear [REDACTED]

Thank you for your email.

I am sorry to read of the issues outlined below. To appeal your case, you will have to contact APCOA directly.

Apologies I cannot be any assistance to you on this occasion.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 09/10/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

I pay an annual fee to park in newbridge station and yesterday i parked later than usual due to a doctors appointment. As a consequence all parking bays were occupied so i chose an unmarked space, tight against railings not obstructing traffic. The signage makes NO reference to parking restricted to marked bays, so i was unconcerned. I had to pay 120Euro last nite for release. Given the lack of clarity and NO signage regarding parking restrictions i expect irish rail to reimburse me for this. Apcoa are simply acting on your directions. Lack of direction counts as direction. They will therefore clamp anyone they feel entitled to. Including those who have paid an annual fee for the service. It is your lack of signage regarding parking bays appears to be the issue. The public are unaware of this rule, and will choose spaces that do not obstruct traffic, marked or unmarked, and be punished through no fault of their own. I await your reply. Kind regards, Adam



---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Oct 09 07:43:20 BST 2018

[REDACTED]

---

**From:** IE CustomerCare  
**Sent:** 16 August 2018 11:16  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01210001105

Good Morning,

Please see email below for your attention.

Thank you in advance.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 15/08/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

The Parking cost in Mallow train station carpark is incorrect in the cost machine in the farthest from the station ; seem to have used have the kent station cost list as correct for mallow ;; have made complain to Apaco in this regard ;; but may casues you to have complains made to staff due to this and it is your property. Also will cause customers to be reluctant to use the train as the cost would be an extra expence. and as such cost you custom

Just so you are aware of thte issue and can ensure thath the correct cost are applied before it could cost you extra revenue

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>  
IP of submitter: [REDACTED]  
Timestamp: Wed Aug 15 14:09:32 BST 2018

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 25 October 2018 18:22  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: FW: Iarnród Éireann Customer Care CRM:01130005151

[REDACTED], I am not passing You off to APCOA, You paid the de clamp fee to them.  
For your information I have spoken to their Key Account Manager and have asked him to issue you a refund when you appeal through the Appeal Process.

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Thursday, October 25, 2018 6:15:35 PM  
**To:** [REDACTED]  
**Subject:** Re: FW: Iarnród Éireann Customer Care CRM:01130005151

Hi [REDACTED]

I have been in contact with Apcoa and they say they act on your instructions.  
As they are acting as your agent, I am inclined to agree.

As neither of you have left any clear instructions with regard to what constitutes an acceptable parking space

I see it as Iarnród Éireann's responsibility to clarify with their Agent as to what course of action to take (or not to take) against full time paying customers who do not obstruct traffic. And I expect a rebate.

I trust that you will resolve this particular complaint rather than pass me off to your agent.  
As a fully paid up customer (for a number of years) I don't think you should have difficulty in coming to an amicable agreement with Apcoa on my behalf.

I look forward to hearing from you.

kind regards  
[REDACTED]

On 25 Oct 2018 4:27 p.m., [REDACTED] wrote:

[REDACTED] you should appeal the clamping fee to APCOA.

Regards,


[REDACTED]  
**Contracts Executive,**

**Waste Management/Car Park Services,**

**Contracts Management,**

**Railway undertaking,**

**Irish Rail, Iarnród Éireann,**

[REDACTED]  
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**From:** [REDACTED]  
**Sent:** 25 October 2018 16:05  
**To:** [REDACTED]  
**Subject:** Re: FW: Iarnród Éireann Customer Care CRM:01130005151

Dear [REDACTED]

I was unable to find an enforcement slip, but Apcoa have confirmed that their clamping incident number is #390127.

[REDACTED]  
  
Your assistance would be appreciated.

I have checked Apcoa's T&Cs and can find no reference made to the necessity to park within the marked boxes.

I reiterate, I was parked against a boundary fence and in no way obstructed any traffic.

It could be argued that signage should be changed, or boxes could be painted in these perfectly useful spaces.

Kind regards

[REDACTED]

On 17 Oct 2018 1:31 p.m., [REDACTED] wrote:

Enforcement slip

Hi [REDACTED]

I've looked for one, and cannot remember if i received one.

The person who freed the car gave no receipt, and im not sure if there was anything on the car apart from the clamp.

I'll check the car again, but i doubt I'll find one.

Will you be able to help without that?

Regards

[REDACTED]

On Tue 16 Oct 2018, 1:23 p.m. [REDACTED] wrote:

Thank you for your reply, [REDACTED]

I will have to check at home to see i still have the enforcement slip. Presumably that is the piece of paper left on the windscreen.

[REDACTED]

Kind regards,

[REDACTED]

On Mon 15 Oct 2018, 4:37 p.m. [REDACTED] wrote:

[REDACTED] please forward to me 1.) your car registration and 2.) Enforcement Number , so I can investigate the circumstances of the clamp.

Regards,

[REDACTED]

Contracts Executive,

Waste Management/Car Park Services,

Contracts Management,

Railway undertaking,

Irish Rail, Iarnród Éireann,

[REDACTED]

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**From:** IE CustomerCare  
**Sent:** 12 October 2018 15:37  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130005151

Hi [REDACTED]

Please see email below. Could you please advise?

Many thanks.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 11/10/2018  
**To:** [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:01130005118

Dear [REDACTED]

I'm afraid that the issue is NOT with Apcoa, who are an agent of Irish Rail's, but with Irish Rail.

Irish Rail allow Apcoa the freedom to clamp Irish Rail's paying customers regardless of the lack of any warnings to customers that parking outside of marked parking bays is not permitted. Whilst ample signage exists, there is no reference made to parking bays and no warning that cars parked outside of bays will be clamped. As a consequence I parked responsibly, in what space remained available without inconveniencing any other users of the Train Station.



As a consequence of acting responsibly I was clamped. This is as much Irish Rail's responsibility as it is Apcoa's.

I would request that you highlight my complaint to your superior who may perceive this level of customer support to be less than satisfactory, as I do.

If this is not an issue that Irish Rail would be willing to take responsibility for, then the very least that I would expect from your company is that you make a representation to Apcoa on your customer's behalf, requesting a refund.

I repeat, the lack of signage and the fact that you employ a third party for this task makes Irish Rail very much responsible for how their agent acts.

I look forward to your reply.

kind regards

[REDACTED]

On Thu, 11 Oct 2018 at 15:33, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for your email.

I am sorry to read of the issues outlined below. To appeal your case, you will have to contact APCOA directly.

Apologies I cannot be any assistance to you on this occasion.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 09/10/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

**Email:** [REDACTED]

**Phone:** [REDACTED]

**Nature of Feedback:** Station

**Comments:**

I pay an annual fee to park in newbridge station and yesterday i parked later than usual due to a doctors appointment. As a consequence all parking bays were occupied so i chose an unmarked space, tight against railings not obstructing traffic. The signage makes NO reference to parking restricted to marked bays, so i was unconcerned. I had to pay 120Euro last nite for release. Given the lack of clarity and NO signage regarding parking restrictions i expect irish rail to reimburse me for this. Apcoa are simply acting on your directions. Lack of direction counts as direction. They will therefore clamp anyone they feel entitled to. Including those who have paid an annual fee for the service. It is your lack of signage regarding parking bays appears to be the issue. The public are unaware of this rule, and will choose spaces that do not obstruct traffic, marked or unmarked, and be punished through no fault of their own. I await your reply. Kind regards, [REDACTED]

---

**Referer:** <http://www.irishrail.ie/contact-us/customer-service-section>

**IP of submitter:** [REDACTED]

**Timestamp:** Tue Oct 09 07:43:20 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 01 June 2018 17:02  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003255

[REDACTED] please investigate if a call to de-clamp was received at 14.40 and if clamp was removed at 17.26 as stated by this customer, if times are fact please investigate why it took 2 hours 46 minutes to de-clamp this vehicle and revert?

If times are fact please contact customer and offer a Full Refund and offer an apology.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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---

**From:** [REDACTED]  
**Sent:** 01 June 2018 16:51  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003255

Thats not what you asked me [REDACTED] you asked did we not discuss this? See my reply, I will gladly issue a refund to the customer.

---

**From:** [REDACTED]  
**Sent:** 01 June 2018 16:49  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003255

[REDACTED] if waiting time for de-clamp is as stated ,issue a full refund, contact customer and apologise.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,

Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,



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**From:** [REDACTED]  
**Sent:** 01 June 2018 16:44  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003255

I Can't find anything for it, do you have an email you sent to me?

**From:** [REDACTED]  
**Sent:** 01 June 2018 16:34  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003255

Gerry, see below, did we not discuss this one and agree a Full refund.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,



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**From:** IE CustomerCare  
**Sent:** 01 June 2018 08:31  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003255

Hi [REDACTED]

Please see follow on email and request from Georgina O' Connor.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 31/05/2018

**To:** [REDACTED]

**Subject:** Re: Fwd: [Scan] 2018-04-09 19:06:17 CRM:00190003018

Dear Customer Care,

I have not heard anything back on this. I have also not heard anything back from Apoca. Could i please request a call back from your contracts manager.

Kind Regards,  
[REDACTED]

On Thu, Apr 26, 2018 at 2:14 PM, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for your email and apologies for any inconvenience caused to you regarding the change over to Apcoa. I have passed your correspondence on to our contracts manager for his information and consideration.

Thank you for your correspondence.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

Received: 26/04/2018

To: [REDACTED]

Subject: Fwd: [Scan] 2018-04-09 19:06:17

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Dear Irish Rail,

I would like to lodge a complaint regarding APOCA whom are operating at the Irish Rail car park in Athenry Co. Galway see details below and attached. I have also logged a complaint with this company but am having no success having the matter settled with them and have even been told I can not speak to anyone there. I am a regular customer with Irish Rail and I have been treated disgracefully by this company APCOA.

I look forward to hearing from you ASAP ,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]  
Date: Mon, Apr 9, 2018 at 7:21 PM  
Subject: Fwd: [Scan] 2018-04-09 19:06:17  
To: [REDACTED]


Dear Apcoa Appeals,

I was clamped on Friday 6th April though no fault of my own. I parked at Athenry train station and boarded my train. I logged on to my parktext account when I got on the train as I always do and have been doing for years. I couldnt find the code so phoned parktext and found out that they no longer operate at Athenry! I was told to contact Apcoa I then eventually got through to Apcoa and asked about how I could pay as I didnt yet have an account. In the space of time it took me to find out I had already been clamped. I had parked at 11:37 and was clamped by 11:58. I thought this was very unfair as I had not been notified by Irish Rail, Parktext or Apcoa about the new change over and did not see any notification at the station, everything at Athenry looked the same as before. Anyway with no choice but to pay on Sunday 8th April I telephoned and paid the clamp fee over the phone at 14:40hrs, I was told it would be removed within the hour. It was 17:26 before anyone came to remove the clamp and I had to telephone to see what was happening!!! I am also left with ugly sticker glue on my drivers window that I can not remove ! I feel the entire episode was extremely unfair and I would like to appeal for a refund. €120 is a huge amount of money to me and I simply can not afford to pay this. Attached is the docket. [REDACTED]

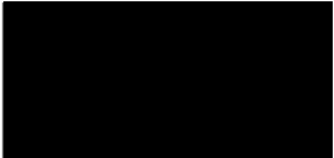
I look forward to hearing from you,

--  
[REDACTED]

[REDACTED]



Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scalreanna, clarlaithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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**Cybercrime Alert**

Remember, emails can be scammed. For payments to APCOA, we will never notify you of a change to our bank details by email. If you receive an email to this effect, please contact us immediately (do not use any contact details provided in the email to do this) and do not make any payment to the account stated. For payments to you, if you wish to notify APCOA of a change of your own bank details to those originally provided by you, please note that we will not accept these by email without additional documentation and confirmation being provided.

---

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**From:** [REDACTED]  
**Sent:** 01 June 2018 16:39  
**To:** IE CustomerCare  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003253

[REDACTED] Navan road Parkway(formally Phoenix Park) does not come under my remit. This Car Park is owned by a Development Company.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann.  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 01 June 2018 08:17  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003253

Hi [REDACTED]

Please see email below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 30/05/2018  
**To:** [CRMMail@irishrail.ie](mailto:CRMMail@irishrail.ie); Web Site Emails



**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

**Email:** [REDACTED]

**Phone:** [REDACTED]

**Nature of Feedback:** Station Issues

**Comments:**

I was in a hurry yesterday to get the 822 train to Pearse from navan road parkway. I ran into station to get ticket as it was almost 822. When I got there there was no 822. I then had to figure out what was the next best option which was too full when it arrived and then figure it all out again. However with all the distraction I forgot to pay my parking with Apcoa and was clamped. The purpose of this email is to ask if reminder notices could be placed on the platform - I was idle there for 30mins and just totally forgot about it. Also I don't understand why Apcoa couldn't send a text if you have registered with them to alert you to this problem. I know they have made €125 from my mistake but it would have been cheaper and actually quicker yesterday to drive into city and park for the day! Please pass this to Apcoa too, Thanks

---

**Referer:** <http://www.irishrail.ie/contact-us/customer-service-section>

**IP of submitter:** [REDACTED]

**Timestamp:** Wed May 30 06:24:23 BST 2018

[REDACTED]

---

**From:** Nolan Derek  
**Sent:** 01 June 2018 16:23  
**To:** IE CustomerCare  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003272

[REDACTED] please inform customer IR cannot concede to request to refund clamping fee , as he did not have a valid ticket displayed.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 01 June 2018 12:26  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003272

Hi [REDACTED]

Please see email below for your information.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 31/05/2018

**To:** CRMMail@irishrail.ie; Web Site Emails

**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

I have been travelling from Cork to Dublin several times each month since 1998 and unfortunately I was clamped on 16/52018 for the very first time - it was totally my fault as I was distracted and forgot to pay. The penalty however was €120 which is hefty. Considering my loyalty to Irish Rail (please look at my Irish Rail account under my email address) I would like if you would consider refunding the fine - yes I know it's APACO but they are new and my relationship is with Irish Rail. I look forward to your reply. Kind regards. Noel.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu May 31 17:53:57 BST 2018

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 25 June 2018 11:09  
**To:** [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:00190003623

If he doesn't want to download app that's his choice. Put that on an email to him, tell him we consider his complaint CLOSED.

[REDACTED]

Get [Outlook for Android](#)

---

**From:** [REDACTED]  
**Sent:** Monday, June 25, 2018 10:58:10 AM  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003623

I contacted this customer who says he doesn't want to download or use the app. I'm not sure what else he wants to do. He contacted UK help desk and I advised him of this. I will ask [REDACTED] to call him and talk him through the App.

---

**From:** [REDACTED]  
**Sent:** 25 June 2018 10:41  
**To:** [REDACTED]  
**Subject:** Fwd: Iarnród Éireann Customer Care CRM:00190003623

[REDACTED], please investigate and respond to customer.

[REDACTED]

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---

**From:** IE CustomerCare  
**Sent:** Monday, June 25, 2018 8:09:33 AM  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003623

Hi [REDACTED]

Please see follow on email from [REDACTED] below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 24/06/2018

**To:** [REDACTED]

**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003274

[REDACTED]

Was there any follow up on this?

Kind regards,

---

**From:** IE CustomerCare [<mailto:CustomerCare@irishrail.ie>]

**Sent:** 01 June 2018 12:32

**To:** [REDACTED]

**Subject:** Iarnród Éireann Customer Care CRM:00190003274

Dear [REDACTED]

Thank you for your email.

I have passed your correspondence on to our contracts manager for his information.

Thank you for your correspondence.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 31/05/2018

**To:** [REDACTED]

**Subject:** FW: Failing to accept payment

Dear Sir / Madam,

I travelled to Galway yesterday and parked at Heuston. I parked there all through the 2000s when working in Kilkenny and latterly in Limerick. The system was previously simpler and less bothersome.

Either way in a fit of being organised I tried to reserve parking in advance. This involved registering and providing details with APCOA. Repeated attempts to reserve parking were then declined. I only then found that nowhere on the APCOA website is Heuston actually listed as a carpark. And as you can see from the note below they deny any knowledge of the service.

This strikes me as simply absurd. Irish Rail could do with a better service provider. Also under the recent GDPR legislation I am not sure why a non- EU (or soon to be non-EU) company has my data and also why this service for an Irish State company is being provided (or not) by a non-EU company. It seems there is a breakdown in communication between both companies and I am sure lots of well paid executives are having meetings and have travelled back and forth to agree contracts for this 'service'.

It needs to be rectified.

Sincerely,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 31 May 2018 07:52  
**To:** [REDACTED]  
**Subject:** Fwd: Failing to accept payment

----- Forwarded message -----  
**From:** Connect <connect@apcoa.com>  
**Date:** Tue, May 29, 2018 at 1:28 PM  
**Subject:** RE: Failing to accept payment  
**To:** [REDACTED]

Good Afternoon  
Thank you for contacting Apcoa

Apcoa doesn't manage the Heuston station car park , this location is managed by park indigo.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 28 May 2018 21:27

**To:** Connect  
**Subject:** Failing to accept payment

Dear Sir / Madam,

I have registered minutes ago with APCOA Parking in advance of train travel Dublin Heuston - Galway on Wednesday 30th. It is not allowing me to pay... saying payment has failed. And also there is no Heuston Station listed on the APCOA website, On the other hand the Heuston / Irish rail website says pay via APCOA.

Any help?

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[REDACTED]

---

**From:**

**Sent:**

[REDACTED]  
25 June 2018 09:46

**To:**

**Subject:**

[REDACTED]  
RE: Iarnród Éireann Customer Care CRM:00190003566

[REDACTED]

The car park at Malahide station is owned by CIE and constitutes private property.

Regards,

[REDACTED]

**From:**

**Sent:** 22 June 2018 19:49

**To:**

**Cc:**

**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003566

Hi [REDACTED]

You may have got my out of office saying I am out of the office and will be for a number of weeks – so I'm not sure if you have forwarded your email on elsewhere. I am keeping an eye remotely on my emails and dealing with whatever I can.

I've never come across this before. I wasn't aware that the fees were lower for being clamped on public property. I'm including [REDACTED] in on this email. [REDACTED] should be in a position to confirm to you if the car park at Malahide Station is on private (Irish Rail) or public property, If it's the former which I suspect, perhaps you can respond that you have confirmation from CIE Group Property that the land is private.

Hi [REDACTED] can you assist [REDACTED] please.

Kind regards and thanks,



[REDACTED]

**From:** [REDACTED]  
**Sent:** 21 June 2018 10:27  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003566

[REDACTED] see below complaint, before I respond could you advise how best to address the customers assertion that our car parks are public property and not private property.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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**From:** [REDACTED]  
**Sent:** 21 June 2018 10:19  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003566

Hi [REDACTED]

*Customer Care advised me to contact you regarding the below query. Perhaps you would have some insight on it?*

Query: The customer was clamped by APCOA at Malahide station. They charged her a fee for clamping on private property. She is disputing this and says that Irish Rail property would constitute public property (for which the clamping release fee would be lower). Could you possibly confirm this for her?

*Kind Regards,*

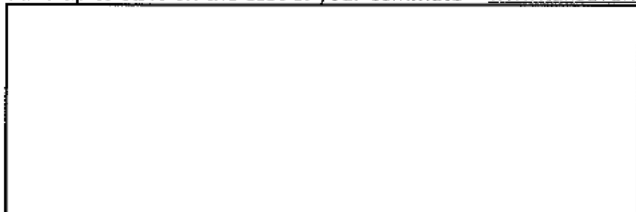


Customer Information Centre, Iarnród Éireann Irish Rail.

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 02 July 2018 16:00  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190003775

This customer did not change his car to Current parking, he updated his account but not which car he had parked on that day. CSC released it as a gesture of goodwill, his own fault.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 02 July 2018 15:55  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190003775

[REDACTED] what happened with this one?

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 02 July 2018 12:19  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190003775

Hi [REDACTED]

Please see below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 27/06/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

**Email:** [REDACTED]

**Phone:** [REDACTED]

**Nature of Feedback:** Station Issues

**Comments:**

Newbridge Station, Apcoa Clamping: Formal Complaint

Sir/Madam,

Yesterday my rental car was clamped in Newbridge, this was after the details had been updated on the Apcoa app. Upon contacting Apcoa they removed the clamp free of charge. I wish to make a formal complaint based on the fact that you contracted Apcoa to run car parking services in Newbridge train station and their service was not fit for purpose, the fact they removed the claim FOC is an admission of their mistake, however it is no compensation for the inconvenience and lost time awaiting the correction of their mistake, should you wish to contact them to discuss, the immobilisation [REDACTED] registration number [REDACTED]

---

**Referer:** <http://www.irishrail.ie/contact-us/customer-service-section>

**IP of submitter:** [REDACTED]

**Timestamp:** Wed Jun 27 11:00:52 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 18 September 2018 11:16  
**To:** IE CustomerCare; [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:00190004919

[REDACTED] I have asked APCOA to contact customer and arrange a refund.

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---

**From:** IE CustomerCare  
**Sent:** Tuesday, September 18, 2018 10:17:00 AM  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190004919

Hi [REDACTED]

Any update on below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 14/09/2018  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190004832

Hi [REDACTED]

Please see email below.

Could you advise if a customer is entitled to a refund if they pre-book parking and no space is available on arrival to the station.

Thanks in advance.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 11/09/2018

**To:** [REDACTED]

**Subject:** FW: Parking at Colbert St Limerick. 171L4184

APCOA Parking at Colbert Station Limerick

Dear Sirs

As you can see from the email correspondence with APCOA, I am having difficulty in getting a refund of my parking fee which was paid on line but no space available when I arrived at Colbert Station.

Can you be of help to me in requesting APCOA to deal with this matter.

Yours

---

**From:** Info <[info@apcoa.ie](mailto:info@apcoa.ie)>

**Sent:** 11 September 2018 09:02

**To:** [REDACTED]

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Dear [REDACTED]

Thank you for your below email.

This has been passed onto our Operations Department whom will revert back to you.

Regards

APCOA Parking Ireland

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---

**From:** [REDACTED]

**Sent:** 10 September 2018 22:00

**To:** Info

**Cc:** [REDACTED]

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Sirs

Further to my earlier emails, I now have had an opportunity to study the Acpoa "Terms and Conditions". No where does it state that refunds cannot be made.

On Sunday evening you accepted a payment from me for parking my car at Colbert Station. As there were no spaces available I had to go elsewhere to park and advised you accordingly by phone at the time.

The person that spoke to me said that I should email you for my refund.

I phoned Irish Rail and [REDACTED] advised that the matter should be dealt with by Apcoa

Whilst I accept that you have no control on whether or not spaces are available, you have a duty to refund monies paid by me in advance for a service that turned out to be not available. Your failure to do so is an act of fraud and it is my intention bring this matter to the attention of the relevant authorities

Yours  
[REDACTED]

---

**From:** Info <info@apcoa.ie>

**Sent:** 10 September 2018 18:05

**To:** [REDACTED]

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Dear Eamonn,

You have been advised fully and we cannot advise any further. Please visit [www.apcoaconnect.ie](http://www.apcoaconnect.ie) and read through the FAQ section.

Regards,

Customer Support  
APCOA Parking Ireland

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---

**From:** eamonnryan2 [eamonnryan2@gmail.com]

**Sent:** 10 September 2018 17:55

**To:** Info

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

[REDACTED]

Can you please direct me to the section of "terms and conditions" that state that you are entitled to take my money after failing to provide the service for which you charged me e3.50

Also, I have spoken to [REDACTED] of Irish Rail and he has stated that it is your responsibility to refund me

Yours  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** Info <info@apcoa.ie>

**Date:** 10/09/2018 12:27 PM (GMT+00:00)

**To:** [REDACTED]

**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Hi [REDACTED]

If you wish to complain about the rules onsite, please contact Irish Rail Customer Service.

<http://www.irishrail.ie/contact-us>

Regards,  
[REDACTED]

APCOA Parking Ireland

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---

**From:** [REDACTED]  
**Sent:** 10 September 2018 11:31  
**To:** Info  
**Subject:** RE: Parking at Colbert St Limerick [REDACTED]

[REDACTED]  
I should have been advised last evening of this position. You are selling car parking spaces that may not exist and retaining monies for failure to provide a space. That is very sharp practice. If my monies are not refunded I will refer the matter to the authorities as this is nothing short of theft.

Yours  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** Info <info@apcoa.ie>  
**Date:** 10/09/2018 10:48 AM (GMT+00:00)  
**To:** [REDACTED]  
**Subject:** RE: Parking at Colbert St Limerick. [REDACTED]

Hi [REDACTED]

Please be advised we do not issue refunds for spaces not available.

"Unfortunately you are not guaranteed a parking space at a Location, to avoid disappointment it might be advisable to purchase your parking session whilst on site. Unfortunately we cannot refund any sessions purchased where a parking space is not available"

Regards,  
[REDACTED]

APCOA Parking Ireland

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---

**From:** [REDACTED]  
**Sent:** 10 September 2018 10:27  
**To:** Info  
**Subject:** Parking at Colbert St Limerick. [REDACTED]

There is no parking available. Please credit me my E3.50 payment  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

---

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 22 October 2018 16:08  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00190005002

Yes please.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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---

**From:** [REDACTED]  
**Sent:** 22 October 2018 16:04  
**To:** [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:00190005002

do you want me to reply? all of this is incorrect.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** [REDACTED]  
**Date:** 22/10/2018 15:57 (GMT+00:00)  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00190005002

[REDACTED] see below FYA.

Regards,

[REDACTED]  
Contracts Executive,


Waste Management/Car Park Services,

Contracts Management,

Railway undertaking,

Irish Rail, Iarnród Éireann,



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**From:** IE CustomerCare

**Sent:** 22 October 2018 14:17

**To:** [REDACTED]

**Subject:** Iarnrod Eireann Customer Care CRM:00190005002

Dear [REDACTED]

Thank you for your email and apologies for any inconvenience caused to you regarding Apcoa Parking in Mallow. I have passed your feedback on to our contracts manager for his information.

Thank you for your correspondence.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 15/10/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

The Apcoa parking is a disgrace. you need wifi to buy it and at mallow station no wifi unless you are circom. Also, it doesnt list malow as a location and if you put in the station location code, nothing happens. The app wont load onto the phone when on the train. The app has an appalling rating from rail users. You need to make the parking service more user friendly or change the parking co. Not good enough to have an app with such appalling ratings and no way of phoning in to book parking. also the machines dont have a facility for setting the amount of time to pay for. perhaps you jst have to put in your money but really this is so user unfriendly. suggest you get a consumer who has no experieince to try and book parking and then see what happens.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Oct 15 11:31:59 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaille, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 31 October 2018 09:55  
**To:** [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:00190005111

[REDACTED] I will get AOCOA to respond.

Get [Outlook for Android](#)

---

**From:** [REDACTED]  
**Sent:** Wednesday, October 31, 2018 9:54:13 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Iarnród Éireann Customer Care CRM:00190005111

[REDACTED] can you respond to customer and advise of the convenience of using APCOA CONNECT.

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---

**From:** IE CustomerCare  
**Sent:** Wednesday, October 31, 2018 8:21:21 AM  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00190005111

Hi [REDACTED]

Please see email below, could you advise.

Thanks in advance.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 23/10/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

Recently, it has no longer been possible to pay for parking in Kent Station in advance. I rarely get the 6.15am train to Dublin and it is really inconvenient to no longer be able to pay for my parking in advance. It increases the risk that I Will forget to do it in the morning and end up clamped.

Paying for parking in advance never guaranteed a space, so capacity doesn't explain why this has recently changed. I haven't seen any capacity changes in the parking anyway.

Others who regularly get the train are also complaining about this change, it is very inconvenient.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Oct 23 07:04:04 BST 2018



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 October 2018 14:59  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00200005188


[REDACTED]

Thanks for clarifying.

**Kind Regards**

[REDACTED]



 Please consider the environment before printing this email

---

**From:** [REDACTED]  
**Sent:** 23 October 2018 12:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00200005188

Hi [REDACTED] Yes I did.

Stupidly our driver clamped the car when it rolled out of bay (He claims he did this to prevent it rolling any further). The customer who phoned advised that she was blocked in by another car that was clamped. She neglected to tell us at this point that the car had rolled out of its parking bay. We immediately offered to relocate the car in order for her to be able to move but it would take a half an hour to get someone there with the tools to do it. She advised that she had a lift and would return later for her car. I was then advised by CSC of this conversation, and when I looked at the photo's I could clearly see that this vehicle had rolled from its bay. A driver was dispatched and he removed the clamp and pushed the car back into position, leaving a note for the customer to advise them not to leave their handbrake off as it had rolled.

Surprisingly the customer who is complaining did not have any complaint when onto us and this was wrapped up in 25 minutes.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 October 2018 12:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:00200005188

[REDACTED]

Did you get any sight of this complaint last week?

**Kind Regards**



 Please consider the environment before printing this email

**From:** [REDACTED]  
**Sent:** 17 October 2018 16:11  
**To:** [REDACTED]  
**Cc:** IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)>  
**Subject:** RE: Iarnród Éireann Customer Care CRM:00200005188

Hi [REDACTED]  
  
Can you investigate the incident below in Hazelhatch, the car was also clamped by Apcoa.

Thanks.

Regards,

[REDACTED]  
  
**From:** IE CustomerCare  
**Sent:** 17 October 2018 15:26  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:00200005188

Good afternoon [REDACTED]

Please see complaint below and advise.

Kind Regards,

[REDACTED]  
Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.  
☎: +353 1 8366222 1850 366222 ✉: [www.irishrail.ie](http://www.irishrail.ie) E [crmmail@irishrail.ie](mailto:crmmail@irishrail.ie)  
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----- Original Message -----

**From:** Web Mail  
**Received:** 10/10/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

Today I returned to my car in Hazelhatch train station to discover it was blocked in by another car. This car evidently had not put on their handbrake and it had rolled back to mine. To make matters worse Apcoa had clamped this car. The station master [REDACTED] is aware of this. I have taken photographs of the situation. When we contacted Apcoa the best they would do is come to tow away the car but it would take them 2 hours to do this. I have small children to get home to & here I was being left with no car by the company you have given responsibility of the car park to. I think this is a disgrace and I am officially complaining. I am happy to send the photos as evidence of this situation. I will be complaining to Apcoa also.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Oct 10 17:56:49 BST 2018

Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 25 May 2018 14:45  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01020002872

[REDACTED]

Thanks for closing this one out ☺

**Kind Regards**

[REDACTED]



 Please consider the environment before printing this email

**From:** [REDACTED]  
**Sent:** 24 May 2018 16:17  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01020002872

Hi [REDACTED] Cheque being processed today and I spoke with [REDACTED] now a happy customer!

**From:** [REDACTED]  
**Sent:** 24 May 2018 14:53  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01020002872

[REDACTED]

Can you ensure the customer gets a phone call before the end of the week please as this error is on APCOA's side?

If you could let me know when this is closed out I would appreciate it.

Thanks

**Kind Regards**

[REDACTED]



 Please consider the environment before printing this email

**From:** [REDACTED]  
**Sent:** 24 May 2018 14:42  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01020002872

Will do [REDACTED] I will escalate and get a cheque issued asap,


**From:** [REDACTED]  
**Sent:** 24 May 2018 14:32  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01020002872

Can you look into the complaint below for me please?

Thanks

**Kind Regards**



 Please consider the environment before printing this email

**From:** IE CRM Mail On Behalf Of [REDACTED]  
**Sent:** 22 May 2018 10:05  
**To:** IE RUContractManagement <[IERU.ContractManagement@irishrail.ie](mailto:IERU.ContractManagement@irishrail.ie)>  
**Subject:** Iarnród Éireann Customer Care CRM:01020002872

Hi there

Can you follow up on this complaint and ensure a response is sent.

With Regards

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail  
**Received:** 21/05/2018  
**To:** [CRMMail@irishrail.ie](mailto:CRMMail@irishrail.ie); Web Site Emails  
**Subject:** Customer Service Section

Title:

Firstname:

Surname:

Email:

Phone:

Nature of Feedback: Station Issues

Comments:

Hi,

I'd like to make Irish Rail aware of issues with the parking company APCOA.

On 9th April, my vehicle was clamped in Portmarnock DART station with the reason of "no pay and display visible" on my ticket when I had in fact paid for my parking.

APCOA had entered an "I" in my registration number instead of a "1" and so my receipt would not have come up in their system.

At the very least, APCOA have been extremely careless in applying a clamp to my car and at the worst, this is fraud.

I had to pay €120 to have my car released and as a result struggled to make ends meet for 2 weeks.

APCOA state that they aim to respond to appeals within 4 weeks but it has now reached 6 weeks and I am yet to receive a response. I have rang APCOA and they have told me that the length of time for the appeal to be dealt with depends on the amount of appeals they receive. As such, I can only assume that there are many more people in similar situations as myself and APCOA are taking advantage of people by forcing an outright payment of €120.

I hope Irish Rail should raise this with APCOA and ensure that this does not continue on Irish Rail property.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: 37.228.236.145

Timestamp: Mon May 21 20:45:47 BST 2018

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 07 June 2018 09:21  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Iarnród Éireann Customer Care CRM:01040003144

Good man.  
[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Thursday, June 7, 2018 9:02:14 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01040003144

Sorted [REDACTED] – Happy customer.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 06 June 2018 09:32  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01040003144

Gerry can you investigate and revert.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 06 June 2018 09:24



**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01040003144

Good Morning [REDACTED]

Thank you for your correspondence, I have forwarded your correspondence onto our Contracts Manager for the Car Parks for his attention as Customer Care does not deal with car parking issues. Please note your previous correspondence was not received into the Customer Care Office that is why you received no correspondence back from our department.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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**From:** [REDACTED]  
**Sent:** 04 June 2018 18:33  
**To:** [clamping.appeals@apcoa.ie](mailto:clamping.appeals@apcoa.ie)  
**Cc:** IE Info IrishRail <[info@irishrail.ie](mailto:info@irishrail.ie)> [REDACTED]  
**Subject:** [REDACTED]

Please note that there has been no response to this matter.

Regards,  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday 18 April 2018 21:29  
**To:** [clamping.appeals@apcoa.ie](mailto:clamping.appeals@apcoa.ie)  
**Cc:** [info@irishrail.ie](mailto:info@irishrail.ie)  
**Subject:** [REDACTED]

Dear Sirs,

I changed my car on Tuesday 10<sup>th</sup> April.

Within a day or so I notified Apcoa using the mobile app Feedback option to delete [REDACTED] and add [REDACTED]

The Apcoa app has limited functionality. A user is not sent a "message received notification" or similar message.

It now transpires that Apcoa failed to carry out this instruction and I was clamped this evening.

I rang in and engaged fruitless conversation with a telephone operative – lessons could be learned from playing back the soul destroying telephone back and forth.

Your operative failed to convey in the conversation that there is a non-intuitive (hidden) option on the Current Parking app page to update car details – if the user presses the existing registration number these options display.

If call takers are unaware of hidden app functionality, it is difficult to see how customers are expected to stumble on hidden such functionality.

I am an Annual Rail Ticket holder and pay for the car parking on a monthly basis – I only want to come and go on the rail service without falling foul of back office failures to update records, poor IT platforms And staff unempowered to say oops we got this one wrong.

The combination of a lack of message receipt notification on your app, a failure to update your client car records as directed and lack of any discretion given to front line staff leaves me having to apply for a full refund of €120.

It would be nice to get an acknowledgement that the above shortcomings will be dealt with – I learned tonight that another monthly customer had the same experience.

Not a good day – please arrange a refund.

Regards,



Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
Iarnrod Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 13 July 2018 12:05  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130003377

His appeal letter came through and was accepted already, he will get a refund.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 13 July 2018 10:50  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130003377

[REDACTED] please investigate and revert.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann.  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 13 July 2018 10:33  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130003377

Morning [REDACTED]

Please see email below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

☎: +353 1 8366222 1850 366222 ✉: [www.irishrail.ie](http://www.irishrail.ie) E [crmmail@irishrail.ie](mailto:crmmail@irishrail.ie)

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----- Original Message -----

**From:** [REDACTED]

**Received:** 06/07/2018

**To:** [REDACTED]

**Subject:** clamping of customer at kent station machines not working

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

I attach my appeal letter sent to apcoa in relation to clamping at your station as a customer ye owe a duty that members of the public are not inconvenienced by this shower of gangsters why do ye not have a barrier system in place like airport and other city car parks it is no way to treat customers i am awaiting a refund and if not will highlight this scam by apcoa will take case to court no wonder irish rail are loosing i will not use train any more as long as ye have this shower of robbers running your car parks regards [REDACTED]

Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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**From:** [REDACTED]  
**Sent:** 23 July 2018 09:50  
**To:** IE CustomerCare  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130003526

[REDACTED] I cannot investigate such claims without the customers registration and the EN number(Enforcement Number) per documentation left on windscreen of car.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 23 July 2018 09:44  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130003526

Good morning [REDACTED]

Please see follow on email from customer below.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]  
**Received:** 20/07/2018  
**To:** [REDACTED]

**Subject:** Re: Iarnród Éireann Customer Care CRM:01130002707

[REDACTED]

I am really disappointed that I have not heard anything back about the matter below.

Regards  
[REDACTED]

Sent from my iPhone

On 11 May 2018, at 11:43, [REDACTED] wrote:

[REDACTED]

Sincere thanks I look forward to the matter being resolved speedily.

Regards  
[REDACTED]

Sent from my iPhone

On 11 May 2018, at 10:36, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for contacting Irish Rail.

I am sorry to read of the issues outlined below and I apologise for any inconvenience caused.

Your email has been forwarded to our Contracts Manager for his investigation and he should contact you directly.

I do hope this matter is resolved for you.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 09/05/2018

**To:** [REDACTED]

**Cc:** [REDACTED]  
**Subject:** Clamping incident

Hello

I parked like I always do yesterday morning at Waterford train station. I had the new app on my phone since the 3rd of May. I didn't receive a confirmation of payment via text or email on that day so as I wasn't expecting a confirmation yesterday. I boarded the train and thought no more about it. I clicked the buy again button as prompted and considered my parking paid. Historically I always phoned the provider and got a verbal confirmation it was paid. The last company provided a much more personal service and I never had any trouble. Since the new company I have gone to machine and it doesn't always work so I decided to download the new app.

When I returned and saw my car clamped I was in absolute complete shock. I was so upset my heart was racing. I have 4 children I work full time and I needed to get home to the baby. I didn't have €120 on me to pay this huge bill. I called the customer care line and proceeded to explain my story. I was so upset when I was told pay up or no car. The lady [REDACTED] had absolutely no sympathy and not a bit interested in my defense or accepting that the app had not worked for me. I was told the app worked fine. So you can imagine my surprise when I met a very kind gentleman called [REDACTED] who too had the exact same experience [REDACTED] had confirmed in writing the app didn't work.

I met an extremely kind station manager who was prepared to vouch for me and made a call stating my case and that I was of most genuine intents. His efforts were completely dismissed and he was informed he wasn't senior enough to vouch for me.



I am so upset over the whole incident and I will pursue this at all costs. I am demanding my €120 back immediately. The company had my number they could have called me prior to clamping and I would explained that I had pressed the button. I will be happy to explain this to anyone who is prepared to listen. Your app is faulty not user friendly and does not without setting up separately send confirmation of payment.

I think Irish Rail should find a better provider that accept genuine people's explanations.

Sincerely

[REDACTED]

Attachment receipts and confirmation of payment for both days parking

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Iarnrod Eireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 26 September 2018 11:19  
**To:** IE RUContractManagement; [REDACTED]  
**Cc:** IE CustomerCare; [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130004613

Hi [REDACTED]  
The decision to reintroduce paid car parking in Dunboyne station was an IE commercial decision in order to maximise our revenue streams for this location.

Ronan, I feel that it might be best if [REDACTED] Department were to help to answer this complaint as there have been a number of communications on this issue in recent weeks to TD's and other groups explaining why paid car parking was reintroduced for this location.

Cheers,  
[REDACTED]

Contracts Manager Railway Undertaking, Iarnród Éireann, Heuston Station, Dublin 08 E2CV.  
☎: +353 (0)1 7031120 ① [REDACTED] [REDACTED]



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**From:** IE RUContractManagement  
**Sent:** 25 September 2018 17:17  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130004613

Hi [REDACTED]  
Can you have a look at the complaint below and advise/respond?

Kindest Regards  
[REDACTED]

Contracts Department, Railway Undertaking, Iarnród Éireann, Heuston Station, Dublin 8. ☎: [REDACTED] ✉: [REDACTED]



From: IE CustomerCare

Sent: 25 September 2018 12:22

To: [REDACTED]

Cc: [REDACTED]

Subject: Iarnród Éireann Customer Care CRM:01130004613

Good afternoon [REDACTED]

Please see email below. Regrettably, customer care cannot go any further with this case. Could you please advise?

Many thanks.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 25/09/2018

To: [REDACTED]

Cc: [REDACTED]

Subject: Iarnród Éireann Customer Care CRM:01130004612

Good afternoon [REDACTED]

Please see emails below. Customer Care cannot go any further with this case. Could you please advise?

Many thanks.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received: 21/09/2018

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:01130004521

Hi [REDACTED]

Thanks for your mail. At the risk of "shooting the messenger" here, I fundamentally reject the premise upon which the reintroduction of parking charges has been built. I could understand the imposition of charges if the following criteria were met:

- 1) The car park is full to overflowing daily
- 2) The car park is being used by people who are not patrons of Irish Rail

Neither of the above are true currently, and, as a consequence, the feeling amongst myself and other users of the service whose feedback I've sought, is that this is a cynical exercise on the part of Irish Rail's management to extract further revenue, without seeking a fare increase, from those of us who have been using this station as part of our daily commute.

I take your point that the M3 station is still available with free parking, but the added inconvenience in having to get there earlier and the difficulty in leaving it at peak times in the evening far outweighs its usefulness as an alternate solution.

I trust that you will bring this feedback to your colleagues, and I'd be grateful to have an opportunity to debate this questionable policy with some of those that are/were involved in the decision making process. There are currently (for the 06:50 train) on average of three cars parked at this station, where, in the past, there would have been around 50 to 60. I have never seen this car park full, and I can assure you that it is not used for "casual" parking, as it is a significant distance from any amenities in the village, wherein there is extensive free parking available in any case.

I trust that this is in order and I look forward to your response. I may be contacted by telephone at [REDACTED] at any time should anyone be available to discuss further.

Best,  
[REDACTED]

On Fri, 21 Sep 2018 at 09:20, IE CustomerCare <[CustomerCare@irishrail.ie](mailto:CustomerCare@irishrail.ie)> wrote:

Dear [REDACTED]

Thank you for your email.

Iarnród Éireann took the decision to offer free parking as a pilot at Dunboyne station from 1<sup>st</sup> April, 2014, prior to this date car parking charges applied.

This pilot lasted somewhat longer than originally planned and with strong growth on the line and charging at all other stations,

a decision was made to reintroduce parking charges at Dunboyne station. We have found at other stations that Customers who live

within moderate walking distance of the station may give up parking and free up car parking spaces for Customers coming from further

distances.

I am pleased to advise you that M3 parkway is a designated park and ride facility and parking will remain free for Customers.

I trust this clarifies the matter for you.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** Web Mail

**Received:** 17/09/2018

**To:** CRM Mailbox; Web Site Emails

**Subject:** Customer Service Section

**Title:** [REDACTED]

**Firstname:** [REDACTED]

**Surname:** [REDACTED]

**Email:** [REDACTED]

**Phone:** [REDACTED]

Nature of Feedback: Station

Comments:

Can you reverse the decision to reimpose the parking fees at Dunboyne Station please? You have now successfully turned a vibrant and viable station into a daily ghost town. This morning there was one car parked there (in a 300 space facility). Silence on Social Media is almost deafening on this issue, even though I know that it has been raised by numerous commuters and public representatives.

---

**Referer:** <http://www.irishrail.ie/contact-us/customer-service-section>

**IP of submitter:** [REDACTED]

**Timestamp:** Mon Sep 17 10:56:03 BST 2018

Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta aoinmhithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 September 2018 10:48  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130004641

Hi [REDACTED]

Please see below, the customer registered his Reg plate number as [REDACTED]

[REDACTED]

[View](#)

[REDACTED]

[Download as CSV](#)

[Download as CSV](#)

---

**From:** [REDACTED]  
**Sent:** 26 September 2018 10:34  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01130004641

Hi [REDACTED]

Please see complaint below received from [REDACTED]

I would be obliged if you could investigate same and advise.

Kindest Regards

[REDACTED]

Contracts Department, Railway Undertaking, Iarnród Éireann, Heuston Station, Dublin 8. ☎: +353 1 703 1990 ✉: [nicole.swift@irishrail.ie](mailto:nicole.swift@irishrail.ie)



----- Original Message -----

**From:** Web Mail  
**Received:** 20/09/2018  
**To:** CRM Mailbox; Web Site Emails  
**Subject:** Customer Service Section

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station

Comments:

I am a regular user of your train service to Dublin and will generally use it every two weeks. I find it very efficient and it also enables me to work whilst I am travelling. Due to the fact I use the train frequently I recently set up an account with your Car Parking Management Company APCOA. I was travelling on your 7.00am train to Dublin yesterday and as always I booked my parking on line however this time I booked it on the APCOA Account I had set up. When I returned back to Kent Station yesterday evening I found that my vehicle had been clamped even though I had paid for parking. I rang the relevant number and got to speak to a customer representative who I explained my situation to. I prompted her to my account which clearly shows I paid and I said on this basis I will not be paying any fine. I then asked her to have somebody remove my clamp. This lady advised that she could not do that because I did not specify my registration number when booking. I advised that due to the fact I have an account with them that has my vehicle details I thought I did not have to specify my details. I also stated that if I did not specify my registration number why did their system still take my money without prompting me that I did not put in a valid registration number. She wasn't going to change her mind and on this basis I had to pay a €120 fine which she said I can appeal. I have appealed this without any great confidence based on the way things were dealt with yesterday. I am writing this to highlight the fact that I think people are being misled on the APCOA website which is effecting genuine people like myself who have no problem in paying for a service provided I am getting what I paid for. I think it is disgraceful and is something that Irish Rail should take up with APCOA. I'm sure I am not the only person to fall foul of this. Again this is not a criticism of your rail service as I feel the service you provide is excellent however for the immediate future I will be driving to Dublin.

---

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu Sep 20 08:56:22 BST 2018

Iarnrod Eireann Irish Rail, cuideachta ghlomhalochta almnithe, faoi theorainn scaireanna, claithe in Eirinn ag Staisiun Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 25 October 2018 11:46  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01130005365

[REDACTED] please make contact with customer and arrange a refund.

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann.  
[REDACTED]



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**From:** IE CustomerCare  
**Sent:** 25 October 2018 10:40  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01130005365

Dear [REDACTED]

Thank you for your email.

I am sorry to read of the issues outlined below. I have forwarded your email to our Contracts Manager for his information and consideration.

Thank you for taking the time to contact us.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

Received: 18/10/2018

To: [REDACTED]

Subject: Kent car park

Hello, I booked the 9:25 train from cork to Dublin this morning. I usually book the carparking the night before. I'm getting the 17:00 train back, so the parking at only allows u to book in advance from the time you're making the booking. So I had to book 2 days. This cost me 17 Eur! At least I had my car park space right?? Wrong!! I turned up this morning..an hour in advance and I couldn't find a space. I had to drop my car into a nearby multistory carpark. This trip is already costing me a bomb! Am I going to be compensated?? There's absolutely nothing on ur site about the works going on at Kent it how u should direct passengers to park in the city. I feel like I've been stiffed. Usually your service is very good, which makes this so disappointing.

Regards



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 31 October 2018 16:06  
**To:** [REDACTED]  
**Subject:** RE: Iarnród Éireann Customer Care CRM:01210002074

Not sure what you mean here? This customer paid the incorrect fee?

[REDACTED]

**From:** [REDACTED]  
**Sent:** 31 October 2018 16:01  
**To:** [REDACTED]  
**Subject:** FW: Iarnród Éireann Customer Care CRM:01210002074

[REDACTED] see attached complaint, please contact customer and offer an apology/ refund.

I am concerned that he say Connect can log a customer to Kent station Galway ,can you check this out?

Regards,

[REDACTED]  
Contracts Executive,  
Waste Management/Car Park Services,  
Contracts Management,  
Railway undertaking,  
Irish Rail, Iarnród Éireann,  
[REDACTED]



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---

**From:** IE CustomerCare  
**Sent:** 31 October 2018 15:21  
**To:** [REDACTED]  
**Subject:** Iarnród Éireann Customer Care CRM:01210002074

Good Afternoon,

Please see case attached. The customer wishes to appeal his parking fine. could you please forward this on to Apcoa.

Thank you.

Kind Regards,  
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

**From:** [REDACTED]

**Received:** 25/10/2018

**To:** [REDACTED]

**Subject:**

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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Remember, emails can be scammed. For payments to APCOA, we will never notify you of a change to our bank details by email. If you receive an email to this effect, please contact us immediately (do not use any contact details provided in the email to do this) and do not make any payment to the account stated. For payments to you, if you wish to notify APCOA of a change of your own bank details to those originally provided by you, please note that we will not accept these by email without additional documentation and confirmation being provided.

[REDACTED]

---

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**To:** [REDACTED]  
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Railway undertaking,  
Irish Rail, Iarnród Éireann.  
[REDACTED]



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----- Original Message -----

**From:** [REDACTED]

**Received:** 25/10/2018

**To:** [REDACTED]

**Subject:**

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, clraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O  
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Freedom of Information Request:

Schedule of Records for IE\_FOI\_198 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	23.11.18	Clamping e-mails_Redacted	127	Part Grant	S37	Personal information

Signed

Freedom of Information / Data Protection Executive