

14th February 2019

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Email: [REDACTED]

**Re: Response - FOI request IE\_FOI\_224**

Dear [REDACTED],

I refer to your request dated 8<sup>th</sup> February 2019 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

**Request:**

- The total number of complaints that Irish Rail received in relation to the Westport-Dublin line in 2018
- Please include a copy of 40 of the complaints with all personal and identifying information redacted, accordingly

I, Paul Slowey, have now made a final decision to part grant your request on 14<sup>th</sup> August 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,**

**Customer Relationship Management**

## Comments:

Dear Sir/Madam,

I booked the 13.33 train from Castlebar to Dublin Heuston on Sunday 4 March. I booked seat F31 however only carriages A-D arrived to the station and I therefore had to stand for over 3 hours on the train. I would not have booked nor taken this train if I could not get a seat and I feel I was misled.

As a loyal user of your services I was enraged and feel I should be entitled to a refund for the service I paid for but did not receive.

My booking reference is [REDACTED]

A very unhappy customer.

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

IP of submitter: [REDACTED]

Timestamp: Tue Mar 06 01:28:08 GMT 2018

## Comments:

I got the train at 8.18 this morning from castlereagh. I got my ticket from ticket machine and i also showed my ticket to the ticketman on the train. As i was getting off train i realised i couldnt find my ticket and i searched for it but had my email and thought this would be okay to get through the way out. I was told after i showed the man my email to go back and find ticket. I went back could not find it went back to different man explained i had my ticket but couldnt find it that i had email to confirm my booking and money was taken from my account. He laughed and said ill have to charge u 100e. I was publicly humiliated in front of people when i did have my ticket and had paid for it. I looked again and found my ticket. I was publicly humiliated and embarrassed for no reason. My mother was not well last night and i really did not deserve that sort of treatment. I have a job and have used the train for many years and this is the first time i have been publicly humiliated and embarrassed. I am very upset and embarrassed by the whole experience and horrified at the way i was spoken too and treated. I wish to be compensated for the unnecessary ordeal i had to go through.

Regards [REDACTED]

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

IP of submitter: [REDACTED]

Timestamp: Tue Feb 06 11:00:39 GMT 2018

## Comments:

I travelled to Dublin this morning with my children from Ballyhaunis station. My booking ref is: [REDACTED]  
When we got on the train we looked for our prebooked seats. It took approx an hour to walk up and down the train a number of times to try and find them. There was no staff on the train to help us only the girl serving tea on the trolley. Eventually we realised that there was no coach E on that particular train. There were no seats reserved for us. We managed to find two seats together eventually and the three of us had to take turns sitting in them and also squeezed into them at times. It was very uncomfortable.  
On our return trip there were seats reserved but the train was absolutely packed and the people that occupied our seats refused to move out of our seats. Again there was no staff to help us.  
The only time we saw staff on this train was when we were almost back in Ballyhaunis tonight.  
Needless to say it was a very stressful day and I would be very reluctant to travel by train in the future.  
I paid a lot of money for this service which I thought would be the easiest way to travel to Dublin rather than driving. Unfortunately it proved the opposite.

Regards

[REDACTED]

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

IP of submitter [REDACTED]

Timestamp: Wed Jan 03 21:45:53 GMT 2018

Details:

Hi,

I was due to travel on the 12.45 Dublin to Westport service on Friday 5th January 2018. due to an incident on the line at Sallins my train was delayed by over two hours, resulting in me missing a wedding. How do I apply for a refund?

[REDACTED]

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Referer: <http://www.irishrail.ie/contact-us/manage-my-booking>

IP of submitter: [REDACTED]

Timestamp: Mon Jan 08 10:54:44 GMT 2018

To whom it may concern.

I'm writing today with regards to the terrible service I've been provided on today's Westport to Heuston! Arriving on a train which I believed to be far over packed and finally managing to get a seat close to my prebooked seat I took to twitter to register a complaint with your account! Having previously tried to register complaints here which would eventually amount nothing I had very little hopes of getting any response today. However, the response I got was more than I could have imagined. I can not believe that in this day and age someone would think it appropriate to respond to a paying customer in the manner in which I was spoken to! Your operator spoke to me in an incredibly patronising manner while I was already having a bad experience on your service. Further more my train was delayed in Athlone so extra carriages could be added so not only was the person dealing with me rude they were incorrect.

I fully expect some form of reparations to be made and a speedy response. Below is a photo of the transaction I am referring too.

Comments:

Difficulty booking seat only on line for Houston to Westport 15th Jan to 19th for my mum who has travel pass. Web asks for payment and no option to select sea only.

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## Comments:

I caught the 9-35 train this morning from Ballina to Dublin Houston, a man got on at Roscommon and sat beside me, he was a rather large man and took up part of my seat also, I was actually squashe'd up against the glass. I have a very bad left shoulder , squashed up ag,ainst the window left me rather uncomfortable, if larger people want that much room, they should pay for 2 seats, there was no comfort for me on that journey.

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

IP of submitter: [REDACTED]

Timestamp: Tue Apr 17 15:20:16 BST 2018



## Comments:

On Saturday's the 7 /4/18 my daughter travelled from ballina 1805 to Houston rail line. Whilst traveling a group of young people 3 men 2 women boarded the route after port Arlington who proceeded to disrupt the journey with extreme antisocial behavior which became aggressive violent and disturbing to the other service users onboard the said carriage causing fear stress and anxiety to the other 8-9 passenger who had to group together for protection as the gang who were disruptive had a lot of alcohol on board and consumed all whilst on the train then started targeting the other service users throwing and launching used beer bottles and at one stage a fire extinguisher at them and causing bodily harm. my daughter subsequently pressed the emergency alarm for assistance as other passengers did also but to their further distress were left unaided and frightened due to lack of response from Irish rail staff . To add to there traumatic experience not only did they have to endure such brutality they then had to undergo questioning from an Garda siochana and relay the events of the journey. Upon completing this my daughter was terrified and had to make a further journey via bus to her destination alone and afraid . I am appalled that my daughter had to experience such thuggery at the hands of these violent individuals and the utter lack of assistance when Irish rail have a duty of care to their loyal well behaved passengers. My daughter has been a regular service user if Irish rail on a regular basis. I believe that as a result that it is only just that you review this matter and expect an immediate response to acknowledge the severity of the above outlined situation and therefore await a prompt response

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

IP of submitter [REDACTED]

Timestamp: Sun Apr 08 14:31:44 BST 2018

## Comments:

Last Thurs evening I was attempting to use the ticket machine at Castlereagh station to purchase a student ticket for my son who was travelling back to Dublin. I put in a €20 note a €2 and 50 cent coin. The note came flying back out and so did a mixture of other coins 50's 20's and 10's!!! I submitted the whole lot again, but the last coin stuck half way in the slot and would not go down, so I had to root in my pocket to feed in another coin in order to dislodge the previous one. I eventually got the ticket but the extra few cent was not returned. Obviously I am not writing to reclaim a few cent, I am simply making the point that if the public have to rely on automated machines, then they should work!! Had I not had another coin in my pocket, I would never have been able to get a ticket!! I mentioned it to my son and he said that this is a regular occurrence at this machine. As it happened I had plenty of time, but I could imagine the panic if I only had a few minutes to spare. Perhaps you could see to it that this machine is serviced. Regards.

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

IP of submitter: [REDACTED]

Timestamp: Mon Apr 02 19:18:05 BST 2018

## Comments:

Claremorris station was not open this morning in time for the 8:25 train to Dublin (not was any gate that would provide adequate access) The passengers had to climb over a wall using a crate and then onto a trailer to make sure they made the train on time. This is absolutely disgraceful service and extremely dangerous for passengers who don't have the luxury of waiting for the next train as there isn't one for another FIVE hours. Elderly passengers and those with disabilities were unable to access the platform at all and were forced to miss the train. Please ensure that your employees arrive on time and failing that please ensure that there is some sort of back up plan that doesn't involve passengers risking their safety.

From a very dissatisfied customer

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

IP of submitter: [REDACTED]

Timestamp: Sun Mar 25 08:44:53 BST 2018

Hi,

My mother was travelling on the 12:45 train from Dublin to Castlerea on Wednesday the 14th of March and it was delayed at Kildare and also Port Arlington.

She was due to arrive at Castlerea at approximately 14:50 but she didn't arrive until 15:20.

She had an appointment at 15:00 which they cancelled because of how late she had arrived.

My mam lives in Cavan and had to travel to Dublin in order to travel to Castlerea as she doesn't drive.

She also had to wait until 19:15 for the train back to Dublin. Agreed she would have had to do this any way but if she hasn't missed her appointment it wouldn't have been a wasted journey.

I am sending this email as we are looking for a credit note for the same train journey as my mam will be travelling again to Castlerea.

I look forward to hearing from you.

## Comments:

On march 10th my wife and I returned to Dublin from Malaga and decided the train journey to ballina would be the most relaxing having experienced a lot of delays between flight delays and bus delays. What happened next was I a word Disgraceful. Having arrived at heuston stn at 530 for 6.15 Westport train we got on board and managed to get two seats sitting beside an elderly lady and also checking to ensure the seats weren't prebooked. Soon after the coach we were in became very congested and we were confronted by a man and two girls who I formed us we had taken their seats. I politely informed them otherwise pointing out the prebooked signs overhead were blank. One of the girls in the group became aggressive and as the elderly was getting concerned I decided to vacate my seat and defuse the situation. I moved on down the train and the situation was chaotic in every coach the same scenario prebooked seats occupied. From Dublin to Ballyhaunis I was forced to stand in the most uncomfortable circumstances imaginable. Having undergone chemotherapy sessions lately the break in Malaga was a tonic but the final part of my journey was a complete nightmare. I await your response

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

IP of submitter: [REDACTED]

Timestamp: Sun Mar 11 13:49:08 GMT 2018

Comments:

Dear Ms, m,

I had been charged twice for the same ticket with the same reference number : [REDACTED]  
It was a journey from Athlone to Roscommon on the 9.08am train from Athlone to Westport on march the 6th.

Can you please tell me if it's possible to be reimbursed for one of the 2 tickets because they are the same.

Thank you very much in advance,

Kind regards

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

IP of submitter: [REDACTED]

Timestamp: Wed Mar 07 07:45:30 GMT 2018

## Comments:

To Whom It May Concern,

On Sunday last, (04/03/18) I had booked my ticket like every week to travel on Irish Rail on the 1400hrs train from Ballyhaunis to Dublin Heuston. However passengers were told on arrival regardless of prebookings we would be unable to board the train as it had reached capacity in Westport, the station worker gave little apology and said there would be another train in 2hrs. However, my annoyance began when I realised Carraige E did not exist and there were only 4 carriages to the train, I CANNOT understand why Irish Rail website sold me a seat that didn't exist! This is unacceptable. It was necessary that I board the train, as I got on board I soon realised I would be standing in the link passage from carriage to carriage like many other students and OAP's. Luggage blocked the exit door which and we could not depart the train from that door! I stood with many others for 3hours on the train. There was no regard for health and safety and no Irish Rail worker made themselves present on the train or at any station, it was every person to look out for themselves, was there a train inspector on that train? One apology was made throughout the duration journey. I understand that due to weather conditions some travel issues occurred but this was no service to provide. Don't sell seats that don't exist, Irish Rail staff should have been onboard the train checking health and safety and apologising for the disruption. I am a frequent user of Irish Rail, travelling 2-4 times per week. (This can be seen as I use my Irish Rail account to book). Majority of the time the seat I book is already occupied and there are never enough seats on the Dublin - Westport trains on a Thursday Friday or Sunday. I hope that you will facilitate a form of redress for this inconvenience, I look forward to hearing from you.

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

IP of submitter: [REDACTED]

Timestamp: Mon Mar 05 15:18:05 GMT 2018

## Comments:

Reservation number [REDACTED] couldn't print our tickets at Ballina station and had to get the bus as there was no one there with information only my email to go by as it says this is not a ticket and wasn't risking a €100 fine as stated on your website, so today we were actually able to print our tickets for our return journey only to find the train crammed in with gaa fans, eventually found our seats and there were 4 drunken fans refusing to move from our reserved seats so to avoid violence we had to try and find alternative seats with most pre booked, this is a nightmare and my fiancée who is 5 months pregnant is highly stressed and we are absolutely fuming with no response to our complaint on our Twitter feed! We want a full refund of our journey we do not wish to receive travel vouchers as we are never using the train again after this! Completely unacceptable we have videos and further evidence of our claims and failing a full refund we will take this further down different lines with people that will actually make you listen.

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

IP of submitter: [REDACTED]

Timestamp: Sat Feb 24 13:01:05 GMT 2018



## Comments:

I travelled on the 6.15pm from Heuston to Westport on Sat10Feb. Conditions were chaotic if not dangerous. The platform no. was announced about 8 min before departure so there was a "stampede" like rush by passengers to board the train. On boarding the booking system was not in operation so there was general mayhem. This incidently is a regular occurence. And of course there was no Irish Rail staff to be seen. THANK YOU

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

IP of submitter: [REDACTED]

Timestamp: Sun Feb 11 09:03:46 GMT 2018

Hi,

I am emailing with regards to the 18:15 Dublin Heuston to Westport train service on the 2nd of February 2018.

I had booked my ticket and seat online and reserved the seat number E63. However on boarding the train I realised no such seat existed on the E carriage and I was forced to have to stand for this journey.

I am very disappointed with the service as I had expected that if I had booked a seat, the actual seat would exist.

I would appreciate some form of compensation for this mistake, made on Irish Rail's behalf.

Kind Regards,

[REDACTED]

Sent from my iPhone

## Comments:

Products for sale and Environmental Issues. I use the train to and from Westport to Dublin every week. I bring my own cup to save on the senseless waste of coffee cups which we are now realising is damaging our planet. The lady serving today refused to give me hot water as I was not paying. I hadnt said I wasnt going to pay. I had my money in my hand and was ready to pay and buy some product as I always do. She then insisted I have the cup and teabag which I didnt want. Apart from the rudeness to a customer your lack of attention to the issue of waste and green awareness is shocking. I am a taxpayer and customer supporting the train network. I STRONGLY suggest you introduce a price for those requesting hot water and encourage your customers to care about this planet

I look forward hearing back and I expect a respectful reply. I will be following up on this

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

IP of submitter: [REDACTED]

Timestamp: Mon Feb 05 08:37:40 GMT 2018

## Comments:

Can't help but notice Irish rail have a real poor standards when it comes to organising trains and platforms, on more than one occasion even though multiple platforms were free the Westport train has not been announced until 5mins before departure thus building up the number of passengers who are gradually getting frustrated at the station and a mad rush ensues once the platform is announced!

Then just today a stupid error with platform 1 in heuston being announced for portlaoise on the board and intercom but on the train itself it said Westport and some people I noticed asking staff regarding this confusion were brushed aside very rudely which is a very frustrating thing to witness!

So my point is a professional body that operates in this manner with these stupid little issues and rude staff is just a very annoying experience especially when you read in the news about rail staff wanting pay increases.

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

IP of submitter: [REDACTED]

Timestamp: Fri Feb 02 14:28:07 GMT 2018

## Comments:

Hi,

I often travel on the train from Dublin to westport and I find the bathroom facilities appalling. It is a fairly long journey and I don't understand how you can expect anybody to use the toilets in such a state. It is so dirty you cannot even wash your hands in it. Surely this has to be a health and safety issue. The toilets should all be cleaned after each journey if Irishrail cares a little bit about their customers.

I look forward to seeing some improvements.

Yours faithfully,

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

IP of submitter: [REDACTED]

Timestamp: Fri Dec 28 20:56:22 GMT 2018

o whom it may concern

I am writing this to inform you on the lack of seating on our return journey from hueston station dublin to manulla station, we bought our tickets for the journey to dublin on saturday morning which went exceptionally well, how ever on our return journey we were forced to stand in the door way beside the toilets which was very uncomfortable and off putting, there was elderly people near tripping over us as they tried to get to toilet, people got on at the stops along the way, the crowded passage was was so warm and we had to get off at every stop for a breath of fresh air, i had 3 people travelling with me, one of them with bad sight, this was a ridiculous service for the price we paid for the tickets, god forbid if we had an accident on train we wouldnt have much chance of survival, this needs to be sorted out in future, im looking forward to your reply in sorting this matter out

Regards  
[REDACTED]

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**Re: website error message**

I was wondering if there's a current glitch in your website (or if it's something from my end) as I'm trying to buy 4 tickets from Claremorris to Dublin Heuston on 1st January 2019 (2 adults, 2 children) - the fare is coming up as 52.18 for the 4 of us, semi-flexible (great!) for the 13:44 from Claremorris

I can then choose the seats manually (I'm trying for coach B, 4 around a table - but even when I've tried other coaches this next step is not working)

When I press the orange "book tickets" tab, it asks me if I want bikes or to give to charity, if I press skip an error message comes up (if I add bikes, or give to charity the same error message appears)

I can't get past that (I've tried it on my phone, and on two different browsers - chrome and safari)

Do you know if there's a problem with booking from the UK, could that be the reason (we're in Scotland, booking tickets for our holiday in Ireland to visit my in laws over the Christmas).

Many thanks  
best wishes  
[REDACTED]

## Comments:

Hi

I booked and paid for my train ticket online (Heuston to Castlereagh at 18:15 Friday 16 November 2018). I collected my ticket, notes my seat and which carriage (E55) and what do I find? NO SEAT!! Instead my seat is a bicycle rack? I expect my refund and a manager to phone me ASAP!

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

IP of submitter [REDACTED]

Timestamp: Fri Nov 16 17:55:13 GMT 2018



## Comments:

What's the point in having a seat reservation system if you never put the names above the reserved seats. It's so frustrating and the most thing I hate about your service. You need to work on this.

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

IP of submitter: [REDACTED]

Timestamp: Sat Nov 10 09:17:33 GMT 2018

Dear sir/madam,

Recently on the 10th of October I booked tickets on behalf of [REDACTED] for the 1.40pm train to Westport from Hueston on the 14th Oct. Then the return train from Westport to Hueston on the 17th of Oct at 1.10pm, the booking reference is [REDACTED]

When booking these tickets we were not aware of the availability of the OAP tickets, as there is no option for it online and the women wanted to be guaranteed seats when they arrived at the station. Then at Hueston Station when the women handed their ticket to the irish rail member of staff to find which platform their train was on as neither could not read the ticket he then informed them that they did not have to pay for this train as they were entitled to the OAP fair (both women are over the age of 70). He directed them to get their OAP tickets and said they were entitled to a refund for the pre-booked tickets. Both women complimented how helpful he was in directing them to get a different train ticket and which platform their train would be on.

I have been informed that my cousin [REDACTED] has been in touch (over the phone) and said that I needed to send a scanned copy of the tickets and the booking details that I had completed on the 10th of October. Please note that the pre-booked tickets were never used and only the OAP tickets had been used.

Please see the requested details attached of the 6 train tickets and booking confirmation , again I stress that the pre-booked (yellow tickets) were never used. I await your response in arranging the process of a refund.

Kind Regards  
[REDACTED]

## Details:

Hello. I boarded a train in castlereagh at 19:22 heading for Heuston station and so far it has been an hour and we have not even made it to athlone yet. We have sitting on the tracks in the middle of nowhere for 30 minutes or more with no explanation or resolution. This has already made me late for work and is simply not good enough when your paying near 40 euro for the service, and this isn't the first time it has happened. I am expecting a full refund and expect a reply ASAP or there will be bigger repercussions from this. Thanks

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Referer: <http://www.irishrail.ie/contact-us/manage-my-booking>

IP of submitter: [REDACTED]

Timestamp: Sat Oct 20 20:21:26 BST 2018

## Comments:

im just enquiring into the issue of almost all trains running late this last few weeks. The vast majority of times, I have been onboard the Westport train whether that be to Claremorris or Dublin Heuston the train has arrived anywhere between 10 and 40 minuets late this is both Friday services and Sunday services. This is completely unacceptable in this day and age and for the price of tickets it is beyond a joke. Will this quality of service continue or will I have to change to another service for my journey, bus or car? Because as a commuter i'm not willing to pay a price for a poor service and have to reschedule plans because Irish rail was late again.

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

IP of submitter: [REDACTED]

Timestamp: Tue Oct 16 00:27:43 BST 2018

## Comments:

I was stopped today on the 2.45 train from Dublin to Westport today by a ticket inspector claiming my student card was not valid. There is no date on my student card.

An argument ensued about whether it was valid or not which ended with me asking him to just write up the fine and I'd deal with it later.

I was then told that I had to call someone to verify my address, as he didn't believe the address I gave was valid. I have no idea why this was the case. He informed me this was standard procedure. I asked who I should call who could verify my address, and how would he even know if the individual I was calling could be believed, as I clearly couldn't. He threatened to call the guards if I didn't get 'someone' on the phone to speak to him, so I started going through my phone book making missed calls until I got an answer.

I would be incredibly surprised if a male customer was told to call their father to verify their address like they were a bold child. There are ways and means of dealing with people in these situations without being so disrespectful and condescending. He also issued a fine for 140.50 - I'm not sure why I would be expected to pay a fine for this sun, due to the fact that I had spent 30.50 for a student return to Castlebar.

For years and years I've dealt with trains with drunk people and aggressive noisy people and Irish rail take absolutely no responsibility for this. I understand there is a need to fine people for having the wrong tickets, but I absolutely object to the way I was treated by this inspector and the threats he made to me.

Appalling service in general, and considering the company can barely sustain itself, it would be a better idea to not alienate your customers.

I'll be doing absolutely everything I can to avoid Irish rail going forward - even more so than I have in the past.

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

IP of submitter: [REDACTED]

Timestamp: Fri Oct 05 18:32:57 BST 2018

Hi,

I booked two seats on the 14.45 to go from heuston to ballina today September 28th. There were technical problems with the train and it was delayed by 45mins leaving Dublin. After an hour into the journey we realised our carriage name had changed from a when we boarded to d. A large group who had been drinking and booked seats in carriage d then made us leave our seats. We were unable to take our seats in the new carriage a due to the presence another large group drinking. There were no Irish rail staff present and we were not notified of the carriages changing names.

## Comments:

Hi there, I am booked on to today's 2:45pm Dublin to Westport train. This train left Dublin 1 hour late which is completely unacceptable. I understand that your team did what they could to get us up and running but honestly it's not acceptable to me that I have got a half day from work (unpaid) to make a train that didn't leave on time when I spent over €40 on it!! I have now lost a half days pay and wasted €40 since I am no longer going to make the appointment that I was traveling to. I am seriously upset about this whole situation.

Regards,  
[REDACTED]

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Referer: [http://www.irishrail.ie/contact-us/customer-service-section?](http://www.irishrail.ie/contact-us/customer-service-section?err=100&tmst=1538146286068&hash=8062cc73a42020df0ea533e33b979377786be073)

[err=100&tmst=1538146286068&hash=8062cc73a42020df0ea533e33b979377786be073](http://www.irishrail.ie/contact-us/customer-service-section?err=100&tmst=1538146286068&hash=8062cc73a42020df0ea533e33b979377786be073)

IP of submitter: [REDACTED]

Timestamp: Fri Sep 28 15:56:23 BST 2018

## Comments:

Hi,

The irish rail wifi is not working. I am connected with ip address shown but no wensites will open. Why is it not working.

Train westport to dublin saturday 11.35 athlone service. I have tried using it other times and it's the same not working / excruciatingly slow please resolve this.

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

IP of submitter [REDACTED]

Timestamp: Sat Sep 22 12:11:52 BST 2018



## Comments:

On Friday evening at 4:50pm at Hueston Station, Dublin, I asked to purchase a train ticket to Ballina. I was informed the 5:10 train was running. I purchased an Open Return ticket costing €59.95. I hurried down platform 8 Westport Train to an over crowded carriage, in my carriage alone I was one of 13 people standing. What other public transport would you be charged full price and left standing, is Health & Safety not taken into account? After one hour into the journey I was lucky enough to get a seat. The train pulled out of Claremorris station and announced it was the last stop before Castlebar. I thought I was hearing wrong and asked others in the carriage is the train not stopping at Manulla Junction for Ballina?? I was informed this was going straight to Castlebar yet I was not informed of this when purchasing a ticket to Ballina!! Anxious, stressed and tired I had to arrange someone to drive 35 minutes from Ballina to Castlebar to collect me.... out of no fault of my own!! I got off at Castlebar station where I spoke angrily to the station [REDACTED] and expressed my annoyance. Does the ticket office in Hueston Station have any regard for people travelling West ..... Do they know where Ballina is..... Do they realise this train does not go to Ballina? Yet the gentleman sold me a ticket on Friday evening. This is not good enough and a dispicable way to treat people. P.S Fortunately I wasn't a teenager or an elderly person waiting alone in the dark. I await your response [REDACTED]

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

IP of submitter [REDACTED]

Timestamp: Sun Sep 16 22:29:59 BST 2018

## Comments:

Dublin to Westport 18:15 train - 07/09/18

Can you please do something about the air con on the trains; we live in northwest Europe and not sub-Saharan Africa. They are consistently freezing, with the air con blasting, irrespective of the temperature outside.

I frequently take the train to Mayo, as the train is comfortable and affords me the opportunity to work while travelling, which I can't do while driving. However, I increasingly find the journeys unbearable due to the Baltic breezes blowing down from above, swirling around my feet and percolating up through my seat. My feet currently feel like two blocks of ice, I'm swaddled in a coat and scarf (as are the majority of passengers on my carriage), and I'm still freezing!

I've travelled extensively by trains in much warmer climes than Ireland, and their transport agencies appear to be able to maintain an ambient temperature onboard.

Please look into this (customer survey perhaps?).

Unfortunately you've lost a once loyal customer; I will undertake the journey in my car from now on, where I can turn the heat up to 11!

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

IP of submitte [REDACTED]

Timestamp: Fri Sep 07 20:24:17 BST 2018

## Comments:

Was unfortunately on the 11.05 train from Roscommon to Dublin this morning. There was only 4 carriages and a ridiculous amount of people.

There were 4 people in my group including a child with Autism and we had to stand in between a carriage with other families while falling over.

Our return ticket from Dublin cost a total of €110 2 adults & 2 children one only 3 years old at the station yesterday and we had to endure this for that money.

Can you please arrange a refund of costs.

Regards  
[REDACTED]

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

IP of submitter: [REDACTED]

Timestamp: Mon Aug 20 15:31:09 BST 2018

## Comments:

There is 2 things that makes the journey extremely uncomfortable. The train is dirty, and aircon that was on for the summer it freezes the carriage. Now is not even hot anymore and aircon still on the same temperature. Pls regulate according to Irish weather, we are not in the Caribbean . Thank u

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

IP of submitter [REDACTED]

Timestamp: Fri Aug 10 08:48:36 BST 2018

**Comments:**

I travelled from Westport to Dublin on the afternoon train last Thursday, July 20th. I had booked tickets for my 3 children and I on Tuesday morning 18th July and reserved specific seating so that myself and my 3 young children, including a two year old, could sit together at a table. I also booked the carriage with wheelchair accessibility to assist with my journey and to allow space for a buggy. I collected my tickets at approximately 1.30pm on the same day.

When the train arrived at Castlebar station I was surprised to see that there were only 3 carriages and no carriage D which I had booked our seats on.

I had to board the train, with 3 children and a buggy. Leave my children unattended at a seat while I walked through the carriages to find that seating had been allocated for us in another carriage. The seating was not together at a table as I had booked.

Can you appreciate how difficult it was for me, on a busy train with young children to have to search for seats, move a buggy through carriages and then to have to sit in different seats.

This is unacceptable customer service. I phoned your customer service who could not record my complaint - why is that?

I was told that I had been emailed about the seat change. I had not picked up that email, which I note arrived after my tickets had been collected. Also, the email did not provide information about seat allocation.

I request a full refund for my ticket purchase.

There was also no hot water on the train, which meant no tea or facility to heat a bottle.

A disgrace and an unacceptable service.

I travel frequently on the train to Dublin for work and appointments and there is always some issue, no hot water or filthy toilets.

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

IP of submitter: [REDACTED]

Timestamp: Fri Jul 27 10:59:08 BST 2018

## Nature of Feedback: Onboard Train Issues

## Comments:

Westport - Dublin train 05:32 16/07/2018. Apparently the card payment machine could not accept card payments today. This was with no explanation other than it is declining cards. Last time I checked the year was 2018 and Irish Rail would appear to be a provider who struggle to provide the simplest of customer service. Airlines can operate payment machines at 30,000 feet and yet this seems to be impossible for your company. Your food trolley service is sub standard at the best of times. Another example of how 'English' leadership and management seems to be bringing the inefficiencies of the UK to Irish public services. This left me unable to pay for my purchase. I expect a full explanation and response in writing.

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

IP of submitter: [REDACTED]

Timestamp: Mon Jul 16 07:37:48 BST 2018

## Nature of Feedback: Onboard Train Issues

## Comments:

Hello, I'm traveling on a train at the moment and just bought a cup of tea. The attendant was very nice but I was not happy with the service because of the amount of waste produced by my purchase.

I would like to suggest that instead of providing individually wrapped teabags, uht milk portion pots, and plastic cups and lids, that you start to use a more sustainable solution.

I suggest that you use a normal box of teabags (this will save the attendant unwrapping the Barry's teabag sachet), then having a normal carton of milk (this will save the waste of the 3 plastic uht pots that I used for my tea), and that you change to providing compostable cups and lids, and then collecting them and composting them when they are used.

If you made these changes it would be quicker, more cost effective, and much better for the environment. This is a friendly suggestion and I hope you will take it onboard.

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

IP of submitter [REDACTED]

Timestamp: Sun Jul 01 08:38:22 BST 2018

**Comments:**

My wife and I are on the last train car of the Westport train leaving heuston at 1340, and the air conditioning is not on, and seemingly broken. It is incredibly hot and very difficult to sit through. I'm surprised a train like this would leave Houston with this issue. Customers are all having a very difficult time, ourselves included. We Paid more than €80 combined for our tickets, and at this point, having difficulty seeing the value

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

IP of submitter [REDACTED]

Timestamp: Sun Jun 24 14:55:11 BST 2018



Dear Sir/Madam

I am emailing you in relation to a problem I encountered today 19th June 2018 using your service the 14:45 Train from Heuston Station Dublin to Westport Mayo. After purchasing two tickets online for myself and my brother I arrived to Heuston station and realized upon attempting to board the train that our tickets seat 37 and 38 in carriage D didn't exist because there was only 3 carriages on the train(A-C) ,now my brother and myself are sitting on the floor at the back of the train after us paying €29.49 for our two tickets. This is a disgrace as there shouldn't have been an option to buy tickets for carriage D if there was never going to be one. I respectfully request that we receive some kind of reimbursement for our troubles.

I look forward to hearing back from you.

Many thanks in advance  
[REDACTED]

Every weekday I get the 18.15 Westport train and nearly everytime it stops about 11 km outside of tullamore for about 10 minutes delaying it's arrival to Tullamore. This is clearly an ongoing issue. Why has it not been fixed. Everytime i ask you about delays you say it 'unavoidable' 'unforseable' you cannot say it about something that happens in the same spot on the same train nearmy everyday. So I want the truth. Why is this not fixed

[REDACTED]

## Comments:

Hi, I have just submitted this through Facebook. Your policy for taking bikes on board is either there or it isn't - it seems like Jacqueline in Heuston is a strict enforcer of this. I spent five mins with Jacqueline on Saturday morning when I accidentally only booked 1 bike instead of 2 on the 735 train to Westport. Jacqueline sought us out on the train and it seemed that she had a bad morning and took it out on us. Myself and my 70 year old were stuck until the next train at 1245. Jacqueline was no help at all to us, in fact she was rude. I am out of pocket for a new ticket. Something similar just happened in Westport, the train guard made room for four additional bikes. I booked a trip to the giants causeway last January. Irish rail were brilliant - helping dad and I with tickets to Belfast and advising us how the ni transport system works. We traveled to cork via Waterford in April - again brilliant service - really welcomed bikes and were nice people. Both dad and I agree when we are in the wrong but expected help not to be disrespected for daring to buy a non flexible ticket and dad for being entitled to free travel. As per my message on Facebook there was two other bikes let board after ours. We had to tell your guard before he would remove them.

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

IP of submitter: [REDACTED]

Timestamp: Sun May 27 20:12:32 BST 2018

Good morning Sirs, I'm trying to make a ticket purchase from Dublin to Ballyhaunis, but the payment does not take by the web page. I've called VISA and they told me that my card is all in order. Do you have any inconvenience in the website? How could I buy them? let me know thanks in

## Comments:

On sunday 13th May,2018 i bought an adult single ticket at the ticket machine from Claremorris to Dublin Heuston for my son who is 17 years old. I was shocked by the fare Euro 38.50 . Is this the right fare? Surely cant be. He is in secondary school. Students doing college can go for as less as Euro 12. Is this fair? Can you please let me know?

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

IP of submitter [REDACTED]

Timestamp: Tue May 15 09:05:17 BST 2018

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_170 : 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	14.02.19	Email Sample Redacted	44	Part Grant	S37 Personal Information	Edited

Signed

Freedom of Information / Data Protection Executive