

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**