

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

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15<sup>th</sup> May 2019

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Email: [Redacted]

**Re: Request for Fees - IE\_FOI\_244**

Dear [Redacted],

I refer to your request dated 18th April 2019 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

**Request:**

- \* Copies of all passenger behaviour complaints made to IrishRail for the DART service in 2018
- \* Copies of all staff complaints made to Irish Rail for the DART service in 2018

I am now writing to you to advise you of the costs of your request. The Act allows for the charging of search, retrieval and copying of records which are within the scope of your request, from within this body as set out in Section 27(2) and (3) - <http://www.irishstatutebook.ie/eli/2014/act/30/section/27/enacted/en/html>

After careful consideration and consultations, I estimate that the services of staff will be required for 38 hours, and this will be the minimum amount of time required to efficiently complete the 'search and retrieval and copying' work on your request. The prescribed amount chargeable for each such hour is €20.00 resulting in an overall fee of €765.00

In the event that you need to request such a review, you can do so by writing to FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or alternatively by sending an e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should state that you are seeking this review because an initial decision was not sent to you within the time allowed for a response. You have 4 weeks (after the initial decision should have been sent to you) in which to make the appeal. Consideration will be given to late applications in appropriate circumstances.

Should you wish to discuss the above, please contact me at 01-7034293.

Yours sincerely,

**Regards**

A handwritten signature in black ink, appearing to be "Sue Stanley".

**Sue Stanley**

**Data Protection/FOI Officer**

**Iarnród Éireann**