

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E foi@irishrail.ie W www.irishrail.ie



5th April 2022

[Redacted]

Email: [Redacted]

Re: FOI request IE_FOI_554

Dear [Redacted],

I refer to your request dated 13th February 2022 made under the Freedom of Information Act 2014, which was received on by my office on the 14th February, for records held by Iarnród Éireann.

Request:

- a copy of all/any complaints received by Irish Rail, in relation to the gap between platform and the Dart at Tara Street station, between 1st January 2021 and 10th February 2022.

Response:

I, Ms. Joanne Whelan, Decision Maker have now made a final decision to refuse your request on 5th April 2022.

This request is being refused under section 15(1)(a) of the FOI Act. Section 15(1)(a) which provides for the refusal on administrative grounds of a request for a record where the record does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken. Following searches in both our customer care and safety departments, we can find no complaints as referenced above.

Rights of appeal

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

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on [Redacted] or by email at foi@irishrail.ie

Yours sincerely,

PP

Ms. Joanne Whelan, FOI Decision Maker, Safety, Iarnród Éireann