

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



4th November 2020

[Redacted]

Email: [Redacted]

Re: FOI request IE_FOI_389

Dear [Redacted],

I refer to your request dated 6th August 2020 made under the Freedom of Information Act 2014, which was received on by my office on that date, for records held by Iarnród Éireann.

Apologies for the inaction on behalf of Iarnród Éireann.

Request:

- The number and nature of complaints made about Irish Rail in the first six months of 2020, the location of the complaint and what it was about, and any action taken as a result of complaints.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to grant your request on 4th November 2020.

You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly a copy of the records is now enclosed 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. 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 87-2017267 or by email at foi@irishrail.ie

Yours sincerely,

PP 

Mr. Paul Slowey, Decision Maker, Customer Relations Management, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_389 : 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	04.11.2020	IE_FOI_389 Response Document	3	Grant	~	~

Signed

Freedom of Information / Data Protection Executive

IE FOI 389 Response Document

The number and nature of complaints made about Irish Rail in the first six months of 2020, the location of the complaint and what it was about, and any action taken as a result of complaints.

A total of 3418 feedback/complaints were received between Period 1 – Period 6 2020. See break down below. Unfortunately, we do not track the location of the complaint or any actions taken as a result of same.

Case Type Period 1	Number
Onboard Issues	236
Service Disruption	228
Station Issues	172
Fares & Ticketing	128
Website	44
Staff Issues	29
Antisocial Behaviour	27
Timetabling	13
Accessibility Issues	6
Racism	1
Grand Total	884

Case Type Period 2	Number
Onboard Issues	365
Station Issues	302
Service Disruption	176
Fares & Ticketing	163
Website	95
Antisocial Behaviour	52
Staff Issues	45
Timetabling	18
Accessibility Issues	1

Grand Total	1217
Case Type Period 3	Number
Station Issues	214
Onboard Issues	213
Service Disruption	112
Fares & Ticketing	93
Website	81
Staff Issues	43
Antisocial Behaviour	33
Timetabling	7
Accessibility Issues	3
Grand Total	799

Case Type Period 4	Number
Timetabling	41
Onboard Issues	40
Station Issues	40
Fares & Ticketing	16
Service Disruption	12
Antisocial Behaviour	10
Staff Issues	7
Website	6
Grand Total	172

Case Type Period 5	Number
Station Issues	29
Onboard Issues	21
Fares & Ticketing	15
Staff Issues	14
Timetabling	8
Antisocial Behaviour	7
Website	6
Service Disruption	2
Accessibility Issues	1
Grand Total	103

Case Type Period 6	Number
Station Issues	67
Onboard Issues	45
Timetabling	44
Fares & Ticketing	30
Antisocial Behaviour	17
Website	16
Staff Issues	16
Service Disruption	7
Accessibility Issues	1
Grand Total	243