

22<sup>nd</sup> October 2019

██████████  
████████████████████

**Re: FOI request IE\_FOI\_283**

Dear ██████████

I refer to the appeal which you made under the Freedom of Information Acts 2014 and my acknowledgement letter dated 3<sup>rd</sup> October.

I, Barry Kenny, am a more senior member of the staff of this body than the person making the first decision and I have decided on 22<sup>nd</sup> October 2019 to issue records relating to your request. This decision on review is an entirely new and separate decision on your request, and is explained as such below.

I reviewed the original correspondence, and enquired on the records sought.

I am satisfied that, given the request stipulated a breakdown of correspondence by defined categories, as opposed to individual records, that it was in error that it was indicated to you that search and retrieval charges would apply. I apologise for the delay in processing your request, which resulted in your appeal, being submitted due to no decision being issued within the four week timescale.

Your original request, sought access to the following records

- a database/spreadsheet of all complaints received by Irish Rail so far this year. For clarity, I am not seeking copies of the complaints. However, if possible I would like the complaints broken down according to route and according to category i.e. anti-social behaviour, overcrowding, delayed/cancelled service etc.

I enclose for your attention a schedule of these records, and the spreadsheet detailing the complaint categorisation requested.

You may appeal this decision by writing to the Information Commissioner at 18 Lower Leeson Street, Dublin 2. There is a fee of €50 for such appeals, other than appeals against a decision to impose a fee. If you wish to appeal, you must usually do so not later than 6 months from the date of this notification. Should you write to the Information Commissioner making an appeal, please refer to this letter.

If an appeal is made by you and accepted, the Information Commissioner will fully investigate and consider the matter and issue a fresh decision.

Yours sincerely,

Barry Kenny,  
Corporate Communications Manager

Freedom of Information Request:  
 Schedule of Records for **IE\_FOI\_265**: 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	22.10.19	IE_FOI_283 Response - Customer Complaints January -September 2019	1	Grant		
2	22.10.19	IE_FOI_283 Appeal Response Letter	3	Grant		

Hayley Durnin  
 Freedom of Information / Data Protection Office

**Customer Complaints January - September 2019**

Route	Accessibility Issues	Antisocial Behaviour	Fares & Ticketing	Onboard Issues	Service Disruption	Staff Issues	Station Issues	Timetabling	Website	Grand Total
Cork	18	59	483	759	880	87	130	7	436	2,859
Galway	5	63	260	528	433	39	73	10	129	1,540
Dart	10	147	70	209	298	89	521	46	23	1,413
Waterford	5	26	121	348	132	23	47	7	89	798
Sligo	6	46	118	273	115	20	63	7	138	786
Limerick	3	23	127	165	232	21	36	2	116	725
Westport & Ballina	3	13	85	318	165	20	38	1	79	722
Belfast	5	18	100	195	137	20	22	5	101	603
Longford/M3Parkway/Maynooth Commuter	3	30	23	159	107	30	198	21	18	589
Tralee	1	19	81	127	76	7	12	2	124	449
Dundalk/Drogheda Commuter		23	37	78	90	21	119	21	13	402
Rosslare	2	5	77	87	59	21	16	6	49	322
Portlaoise Kildare Commuter	3	13	22	43	71	21	83	8	8	272
Newbridge PPT Commuter		5	13	52	69	6	36	8	8	197
N/A			11	4	1	2	5		55	78
Cork Cobh Midleton	1	2	5	9	12	2	13	5	1	50
Galway Limerick		3	12	8	4	2	3	4	12	48
Tralee Mallow Cork		3	5	3	2	2		1	2	18
Limerick Ballybrophy		1		1	5	1	3		2	13
Limerick Waterford	1				4		3		1	9
Atherry/Limerick			2						1	3
Ballybrophy/Limerick								1		1
<b>Grand Total</b>	<b>66</b>	<b>499</b>	<b>1,652</b>	<b>3,366</b>	<b>2,892</b>	<b>434</b>	<b>1,421</b>	<b>162</b>	<b>1,405</b>	<b>11,897</b>