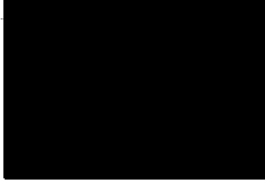


5th February 2016



Re: FOI request – IE_FOI_035

Dear [REDACTED],

I refer to the request which you made under the Freedom of Information Act 2014 for records held by this body:

Request –

- Details of telephone conversation regarding your booking for a return fare Dublin/Cork – Ticket Reference [REDACTED]

I, Paul Slowey, have now made a final decision to not grant your request on 3rd February 2016.

A final decision was made on your request by me on the 3rd February 2016; the FOI officer may be contacted by telephone on 01-7034293 in order to answer any questions you may have, and to assist you generally in this matter.

I am sorry to inform you that we cannot locate the records as they do not exist, and that I must therefore refuse your request. As is explained below, this decision is made under section 15(1)(a) of the Act.

Section 15(1)(a) of the Act states that an FOI request may be refused if:

‘the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken,’

In an effort to locate the records that you are seeking I referred back to staff in the travel centre in Cork where booking ref 30714717030 was made. They have informed me that whilst we can ‘record calls for training and quality purposes’; this is not the case throughout the company at present. As a result, there is no record or transcript of any calls made or taken.

Decision

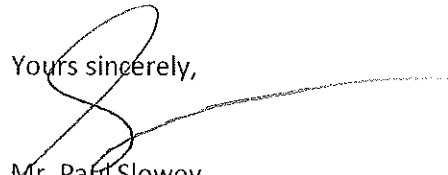
I have listed above the searches undertaken, and the results of those searches. In accordance with the requirements of section 15(1) (a) I am satisfied that all reasonable steps have been taken to identify and locate the records requested [or to identify any records in relation to your request as they do not exist]. I am unable to locate the records concerned and must therefore refuse your request on this basis.

Rights of appeal

In the event that you are not happy with this decision you may appeal this decision 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 seeking an internal review of the matter and referring to or enclosing a copy of this letter. You should make your appeal within 4 weeks from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays. 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 and the decision will be communicated to you within 3 weeks.

Should you wish to discuss the above, please contact the FOI Officer by telephone at 01-7034293

Yours sincerely,



Mr. Paul Slowey,
Customer Relationship Executive,
Iarnród Éireann