

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



24th January 2017

[Redacted]
[Redacted]

Re: FOI Request Acknowledgement [IE_FOI_080]

Dear [Redacted],

I refer to your request dated 23rd January 2017 and received by this office on that date, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

Request – • A list of complaints Irish Rail received from members of public regarding Iarnród Éireann services and a copy of the reply Irish Rail issued in respect to each of the complaint received. Please excluding any information that is deemed personal and or confidential. I am looking for the information for the period of 1 January 2015 to date in 2017

The Act allows for the charging of fees in certain circumstances and this is set out in section 27 of the Act.

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).

After careful consideration and consultations, I estimate that the services of staff member(s) for 4167 hours 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 €83,000

In the event that you have further queries or questions, you can contact us 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. Should you wish to discuss the above, please contact me by telephone at 01-7034293.

Yours sincerely,

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

Ms. Sue Stanley

Freedom of Information / Data Protection Officer,