



10th November 2017



Re: FOI Request Response [IE_FOI_126]

Dear 

I refer to your request dated 19th October 2017 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

Documents relating to customer complaints from 2015-present.

I, Paul Slowe, have now made a final decision to grant your request on 08th November 2017.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

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 Freedom of Information Unit, Corporate Communications, Iarnród Éireann, Connolly Station, Amiens Street, Dublin 1 or by email 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.

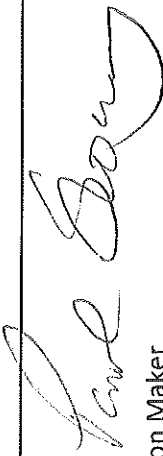
Should you have any questions or concerns regarding the above, please contact the FOI officer by telephone on +353 1 7034293.

Yours sincerely,


Paul Slowe
FOI Decision Maker

Freedom of Information Request:
 Schedule of Records for IE_FOI_126 : 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	08.11.17		1	Grant	N/A	N/A

Signed 
 IE Decision Maker

Customer Care Feedback 2015

Type	Sub Type	Number
Service Disruption	Incident on Line	1,590
	Train Failure	1,089
	Timekeeping	553
	Signal Fault	439
	Union Dispute	193
	Bus Transfers	123
	Planned Delays	113
	Track Fault	65
	Bridge Strike	4
	Cancellations	3
	Connections	1
	Early Departures	1
	Timetable Changes	1
	Unused Tickets	1
	Announcements	1
	No Staff available	1
Service Disruption Total		4,178
Onboard Issues	Seat Reservation	976
	Crowding	672
	1st Class issues	416
	Lost Property	277
	Heat / AC	201
	Catering	130
	Cleanliness	129
	Announcements	127
	Bicycle Spaces	114
	Toilets	86
	Doors	74
	Wi Fi	67
	Disability Issues	40
	Alcohol/Smoking Policy	30
	Dogs	28
	Disorderly passengers	14
	Complaints Unhelpful/Rude	3
	Station Facilities	2
	Catering Staff Issues	2
	Incident on Line	2
	Intimidation	1
	Leap Cards	1
	Theft	1
	Noise	1
	Special Events	1
	Early Departures	1
	Surcharges	1
RPU Fines	1	
Timekeeping	1	
RPU Staff Issues	1	

	Bicycles	1
	Connections	1
	Family Tickets	1
Onboard Issues Total		3,403
Fares & Ticketing	On-Line Ticketss	534
	Unused Tickets	437
	Student Tickets	266
	Fare Structures	244
	Ticket Prices	232
	DSP Free Travel Passes	170
	Lost/Mislaid Tickets	144
	Leap Cards	136
	RPU Fines	99
	Promotional Offers	79
	Family Tickets	66
	Surcharges	62
	Annual Tickets	47
	TVMs	16
	Special Events	6
	Booking Office Issues	5
	Cancellations	4
	Station Facilities	3
	Seat Reservation	3
	1st Class issues	3
	Disability Assistance/Ramps	1
	Bicycle Spaces	1
	Unable to Book Tickets	1
	Connections	1
	RPU Staff Issues	1
	Timekeeping	1
Fares & Ticketing Total		2,562
Station Issues	Station Facilities	269
	TVMs	216
	Station Condition	208
	Car Parks	190
	Incorrect information	117
	Early Departures	77
	Barriers	71
	Booking Office Issues	51
	Tag On/Off Issues	50
	Lifts/Elevators	50
	Announcements	43
	Disability Assistance/Ramps	36
	Lost Property	33
	Cleanliness	30
	Toilets	27
	Bicycles	14
	Waiting Rooms	11
	Special Events	3
	Bicycle Spaces	1

	Promotional Offers	1
	Track Fault	1
	Noise	1
	Vandalism	1
	Crowding	1
	Catering	1
	Leap Cards	1
Station Issues Total		1,504
Website	Unable to Book Tickets	644
	No Confirmation Email	191
	Tickets unavailable On-line	117
	Complete Savings	89
	On-Line Ticketss	34
	Promotional Offers	32
	Special Events	23
	Incorrect information	2
	Ticket Prices	1
	Seat Reservation	1
	Announcements	1
Website Total		1,135
Staff Issues	Complaints Unhelpful/Rude	408
	Positive	211
	RPU Staff Issues	55
	No Staff available	20
	Catering Staff Issues	11
	No Response to Complaint	11
	Intimidation	2
	Incorrect information	1
	Unable to Book Tickets	1
	Announcements	1
Staff Issues Total		721
Timetabling	Connections	171
	Timetable Changes	164
	Timetable Suggestions	124
	Cancellations	72
	Special Events	8
	Incorrect information	4
	Timekeeping	3
	Early Departures	1
	No Staff available	1
	Promotional Offers	1
	On-Line Ticketss	1
Timetabling Total		550
Antisocial Behaviour	Disorderly passengers	229
	Intimidation	50
	Vandalism	46
	Theft	25
	Assault	14
	Alcohol/Smoking Policy	2
	Station Condition	1

Noise	1
Antisocial Behaviour Total	368
Unallocated	84
Total	84
Grand Total	14,505

Customer Feedback 2016

Case Type	Case Subtype	Number
Onboard Issues	Seat Reservation	878
	Crowding	543
	1st Class Issues	378
	Lost Property	350
	Heat / AC	206
	Cleanliness	125
	Bicycle Spaces	116
	Catering	115
	Announcements	114
	Doors	88
	Wi Fi	74
	Toilets	73
	Disability Issues	41
	Dogs	26
Alcohol/Smoking Policy	26	
Onboard Issues Total		3,153
Fares & Ticketing	Unused Tickets	517
	On-Line Tickets	424
	Fare Structures	306
	Student Tickets	292
	Ticket Prices	226
	Lost/Mislaid Tickets	166
	DSP Free Travel Passes	149
	RPU Fines	147
	Promotional Offers	103
	Leap Cards	85
	Annual Tickets	56
	Surcharges	54
	Family Tickets	43
Fares & Ticketing Total		2,568
Service Disruption	Timekeeping	1,101
	Train Failure	384
	Incident on Line	268
	Bus Transfers	197
	Signal Fault	95
	Planned Maintenance	64
	Track Fault	28
	Union Dispute	6
	Bridge Strike	6
Alcohol/Smoking Policy	1	
Service Disruption Total		2,150
Station Issues	TVMs	369
	Station Facilities	323
	Station Condition	254
	Car Parks	185
	Incorrect Information	84
	Lifts/Elevators	70

	Barriers	58
	Announcements	55
	Tag On/Off Issues	43
	Cleanliness	39
	Lost Property	38
	Early Departures	37
	Disability Assistance/Ramps	36
	Toilets	36
	Bicycles	16
	Booking Office Issues	6
	Positive	5
	Waiting Rooms	1
Station Issues Total		1,655
Website	Unable to Book Tickets	575
	No Confirmation Email	208
	Complete Savings	31
	Tickets Unavailable On-line	30
	Promotional Offers	17
	Special Events	2
Website Total		863
Staff Issues	Unhelpful/Rude Staff	340
	Positive	220
	RPU Staff Issues	31
	Catering Staff Issues	10
	No Staff Available	7
	No Response to Complaint	4
Staff Issues Total		612
Timetabling	Timetable Suggestions	124
	Cancellations	101
	Timetable Changes	98
	Connections	68
Timetabling Total		391
Antisocial Behaviour	Disorderly Passengers	149
	Intimidation	64
	Vandalism	18
	Assault	9
	Theft	6
Antisocial Behaviour Total		246
Grand Total		11,638

Customer Feedback 2017

Case Type	Case Subtype	Number
Service Disruption	Train Failure	1,800
	Union Dispute	839
	Storm Ophelia	716
	Timekeeping	516
	Bus Transfers	112
	Incident on Line	105
	Signal Fault	83
	Dart Derailment	36
	Planned Maintenance	32
	Bridge Strike	20
	Track Fault	19
Service Disruption Total		4,278
Fares & Ticketing	On-Line Tickets	1,049
	Unused Tickets	686
	Fare Structures	307
	Ticket Prices	271
	Student Tickets	204
	Lost/Mislaid Tickets	135
	DSP Free Travel Passes	118
	RPU Fines	106
	Promotional Offers	99
	Leap Cards	64
	Annual Tickets	42
	Charged in Error	36
	Surcharges	21
	Family Tickets	14
Child Fares	9	
Fares & Ticketing Total		3,161
Onboard Issues	Seat Reservation	774
	Crowding	553
	Lost Property	294
	1st Class Issues	181
	Heat / AC	126
	Announcements	101
	Cleanliness	98
	Catering	90
	Bicycle Spaces	79
	Doors	70
	Toilets	57
	Wi Fi	51
	Alcohol/Smoking Policy	24
	Disability Issues	24
	Dogs	22
Noise	3	
Onboard Issues Total		2,547
Station Issues	TVMs	352
	Station Facilities	186

	Station Condition	165
	Car Parks	160
	Lifts/Elevators	76
	Incorrect Information	57
	Barriers	45
	Station Posters	44
	Announcements	39
	Early Departures	34
	Disability Assistance/Ramps	27
	Toilets	25
	Booking Office Issues	24
	Lost Property	24
	Cleanliness	23
	Noise	23
	Bicycles	8
	Tag On/Off Issues	8
	Positive	2
	Disability Issues	1
	Waiting Rooms	1
	Security Staff	1
Station Issues Total		1,325
Website	Unable to Book Tickets	906
	No Confirmation Email	162
	Special Events	64
	Complete Savings	47
	Promotional Offers	20
	Tickets Unavailable On-line	11
	On-Line Tickets	1
Website Total		1,211
Staff Issues	Unhelpful/Rude Staff	281
	Positive	183
	RPU Staff Issues	18
	Catering Staff Issues	15
	No Staff Available	6
	No Response to Complaint	5
Staff Issues Total		508
Antisocial Behaviour	Disorderly Passengers	179
	Intimidation	117
	Vandalism	70
	Tissue Traders	19
	Assault	10
	Theft	6
	Noise	6
Antisocial Behaviour Total		407
Timetabling	Timetable Suggestions	100
	Timetable Changes	76
	Connections	57
	Cancellations	53
	Special Event	8

Timetabling Total		294
Feedback	General Queries	54
	Information	54
	Lost Property	47
	Unused Tickets	34
	Positive	24
	Change Contact Details	15
	TV Ad	4
	Timetable Suggestions	1
Feedback Total		233
Grand Total		13,964