

2021 to 2023
Iarnród Éireann – PSO Services
Complaints Report



Iarnród Éireann – Complaint Rates for PSO Services

Quarter	Period	Customer Complaints Per 100,000 Passengers
Q4 2021	P10	45 complaints per 100,000 passengers
	P11	45 complaints per 100,000 passengers
	P12	45 complaints per 100,000 passengers
	P13	42 complaints per 100,000 passengers
Q1 2022	P1	41 complaints per 100,000 passengers
	P2	32 complaints per 100,000 passengers
	P3	30 complaints per 100,000 passengers
Q2 2022	P4	34 complaints per 100,000 passengers
	P5	32 complaints per 100,000 passengers
	P6	31 complaints per 100,000 passengers
Q3 2022	P7	37 complaints per 100,000 passengers
	P8	46 complaints per 100,000 passengers
	P9	38 complaints per 100,000 passengers
Q4 2022	P10	36 complaints per 100,000 passengers
	P11	43 complaints per 100,000 passengers
	P12	37 complaints per 100,000 passengers
	P13	37 complaints per 100,000 passengers
Q1 2023	P1	26 complaints per 100,000 passengers
	P2	29 complaints per 100,000 passengers
	P3	31 complaints per 100,000 passengers
Q2 2023	P4	34 complaints per 100,000 passengers
	P5	34 complaints per 100,000 passengers
	P6	33 complaints per 100,000 passengers
Q3 2023	P7	42 complaints per 100,000 passengers
	P8	48 complaints per 100,000 passengers
	P9	30 complaints per 100,000 passengers

Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a particular route, or complaints relating to COVID-19 related measures. Complaints related to COVID-19 related measures contributed to increased complaint rates per 100,000 passengers from P3 2020 onwards.