

**Q4 2024**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
W61	16 complaints per 100,000 passengers
W4	10 complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

**Q3 2024**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
W4	7 complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

**Q2 2024**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
W61	14 complaints per 100,000 passengers
W4	6 complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

**Q1 2024**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
W4	9 complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

**Q4 2023**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*	
W62	27	complaints per 100,000 passengers
W61	22	complaints per 100,000 passengers
W4	18	complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

**Q3 2023**  
**Go-Ahead Ireland**  
**Outer Western Orbitals W4W6**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
W62	20 complaints per 100,000 passengers
W4	19 complaints per 100,000 passengers

\*where 10 or more complaints received

\*\*Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.