

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.