



**An Roinn Gnóthaí Eachtracha**  
**Department of Foreign Affairs**

Our Ref: Fol/Req/21/114

Date: 11 August 2021

Dear Sonja Tutty

I refer to the request which you have made under the Freedom of Information Act 2014 for access to records held by this Department, as follows:

**- Customer complaints to the Department of Justice regarding passport applications during 2020 and so far in 2021.**

I would like to apologise for the the long delay in responding to your request. The Passport Service has been working to process a backlog of passport applications which occurred as a consequence of covid-19 work restrictions and this has put immense pressure on staff. I contacted you by email on 22 June 2021 to seek an extension to the deadline for reply, but did not receive a response.

No records have been found within the Department of Foreign Affairs that fall within the scope of your request. Accordingly, I have made a decision to refuse your request under Section 15 (1) (a) of the FOI Act;

***“15 (1) A head to whom an FOI request is made may refuse to grant the request where —***

***(a) the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken,”***

**Right of Appeal**

Should you wish to appeal this decision, you may do so in writing to the Freedom of Information Unit, Department of Foreign Affairs and Trade, 76-78 Harcourt Street, Dublin 2 or by email to [foi@dfa.ie](mailto:foi@dfa.ie). A fee applies for an appeal for access to non-personal information; the level of this fee has been set at €30, (€10 for medical card holders). A copy of the medical card should be provided to avail of the reduced fee. For methods of payment, please contact FOI Unit at [foi@dfa.ie](mailto:foi@dfa.ie), or 01-4082618.

You should make your appeal within 4 weeks (20 working days) from the date of this notification. 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 Department.

Yours sincerely

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Fergal O'Flaherty  
Passport Service  
Department of Foreign Affairs