

FOI Request - Public Toilet Complaints - 101003597992

1. Total Complaints

Year	Total Number of Complaints
2020	0
2021	<5*
2022	<5*
2023	<5*
2024	0
TOTAL:	6

Please note, numbers less than 5 have been redacted () as release of the low numbers may result in the identification of individuals. This information is therefore exempt from release under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002 - personal information.

2. Complaints by Category

Year	Complaint Category	Total Number of Complaints
2020	Cleanliness	0
2021	Cleanliness	<5*
2022	Cleanliness	<5*
2023	Cleanliness	<5*
2024	Cleanliness	0
TOTAL:		<5*

Year	Complaint Category	Total Number of Complaints
2020	Accessibility [Example]	0
2021	Accessibility [Example]	0
2022	Accessibility [Example]	0
2023	Accessibility [Example]	<5*
2024	Accessibility [Example]	0
TOTAL:	Accessibility [Example]	<5*

Year	Complaint Category	Total Number of Complaints
2020	Safety [Example]	0
2021		0
2022		0
2023		0
2024		0
TOTAL:		0

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3. Facilities by Complaint

Name of Public Toilet Facility	Total Number of Complaints
Buckie Cemetery	<5*
Findochty Harbour	<5*
Lossiemouth	<5*
Newlands Lane, Buckie	<5*
Dufftown & Craigellachie	<5*
Cooper Park, Elgin	<5*

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4. Actions Taken by Council

Complaint	Complaint Date	Actions or Measures taken by Council to address complaint
Cleanliness	07-Jul-21	Toilet accessed was not a public toilet. Was open in error.
Cleanliness	22-Jul-22	Toilet was inspected and found to be unacceptable. Arrangements were made for deep clean and repair of locks and flushing system.
Accessibility	15-May-23	Disabled toilets are accessed using a RADAR key. Link to obtain a key was given to complainer.
Accessibility	09-Jun-23	Complainer advised toilets currently closed at 3.30pm or earlier if any issues. Volunteers are being sought to lock toilets later. Advised about alternative toilet locations.
Cleanliness	01-Aug-23	Advised toilets currently cleaned daily. Installation of soap and towel dispensers to be actioned.
Cleanliness	06-Sep-23	Advised how often toilets are cleaned. Advised attendant is mobile so not always on hand to deal with arising matters.

5. Cleaning Schedule

Name of Public Toilet Facility	Location Address	How often Public Toilet Facility is cleaned per week
Newlands Lane	Buckie	7
Cluny Harbour	Buckie	7
Seaview Road	Cummingston	7
Burghead Harbour	Burghead	7
Albert Place	Dufftown	7
Cooper Park	Elgin	7
Jubilee Terrace	Findochty	7
Grant Park	Forres	7
Old Station	Ballindalloch	4
Tomnabat Lane	Tomintoul	4
Hopeman Harbour	Hopeman	7
Spey Street	Garmouth	7
Regent Square	Keith	7
East Street	Fochabers	7
Esplanade	Lossiemouth	7
Portknockie Harbour	Portknockie	7
Victoria Street	Craigellachie	7
New Street	Roths	7