



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI627548211

Thank you for your request for information relating to Public toilet complaints.

You have requested the following information:

I am writing to request information under the Freedom of Information Act 2000. The purpose of this request is to gather data on complaints received by your council regarding public toilets.

Specifically, I am seeking information on the following:

1. The total number of complaints received by the council about public toilets for each of the past five years (from 2020 to 2024).

We confirm that a total of 8 complaints regarding public toilets were received by the Council between January and 2020 and July 2024.

2. A breakdown of these complaints by category, indicating the nature of the complaint (e.g., cleanliness, maintenance issues, safety concerns, accessibility, etc.).

- 4 of the complaints related to safety concerns
- 2 of the complaints related to accessibility issues
- The remainder of the complaints related to cleanliness

3. Identification of the public toilet facilities (E.g. name and location) that have received the highest number of complaints within this period.

There is only one public toilet facility that is maintained by Coventry City Council. This is located at the entrance to the Central Library in the City Centre, Smithford Way.

4. Any actions or measures taken by the council in response to these complaints.

All complaints were investigated by Coventry City Council and action was undertaken where necessary to resolve the complaints. We had provided response letters to complainants where possible.

5. How often each public toilet is cleaned.

We confirm our attendants clean the public toilets after they close every day.

The supply of information in response to a FOI request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance