

Year	Total Number of Complaints
2020	2
2021	2
2022	0
2023	0
2024	0
TOTAL:	4

Year	Complaint Category	Total Number of Complaints
2020	Cleanliness	1
2021	Cleanliness	1
2022		
2023		
2024		
TOTAL:		2

Year	Complaint Category	Total Number of Complaints
2020	Number of Toilets in District	1
2021		
2022		
2023		
2024		
TOTAL:		1

Year	Complaint Category	Total Number of Complaints
2020		
2021	Closure of Toilets	1
2022		
2023		
2024		
TOTAL:		1

Name of Public Toilet Facility	Location Address	Total Number of Complaints
Stembrook Car Park Toilets, Dover The Bay WC, St Margaret's Bay		* Please sort by highest to lowest complaints, with the most-complained about public toilet in Cell A2 and so on.

Complaint	Complaint Date	Actions or Measures taken by Council to address complaint
Cleanliness	2020 and 2021	The current stainless-steel dispensers to be replaced with a stronger anti-vandal proof type. Hopefully resulting in them not being able to be kicked off the wall and toilet rolls being inaccessible.
Number/Closure of Toilets	2020 and 2021	DDC had no choice but to remove remnants of any broken dispenser as they were left in an unsafe condition. No actions/measures taken – toilets closed due to maintenance issues