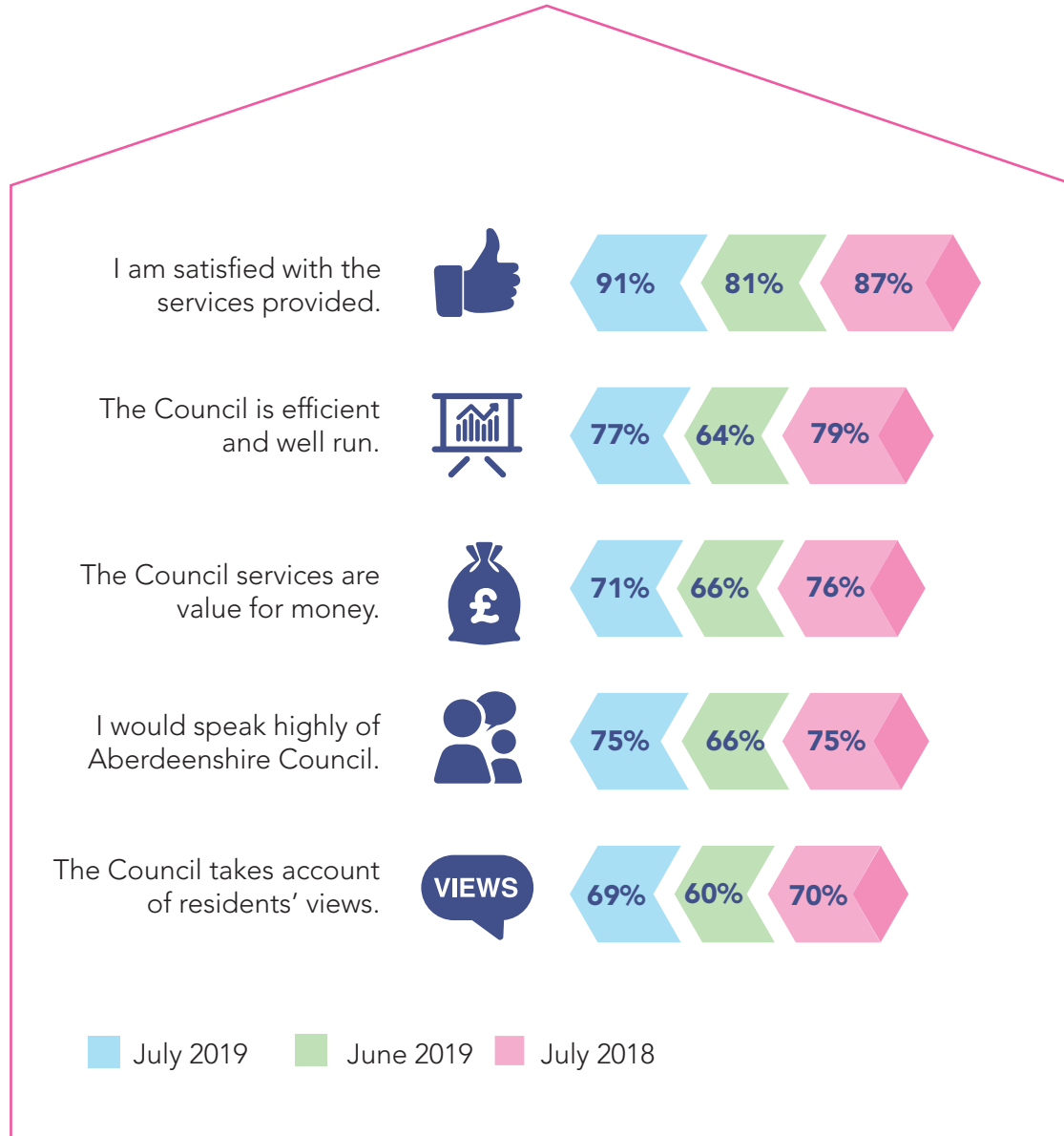





## SATISFACTION






## CUSTOMER CARE




### July

	Total number of calls presented	25,536
	Total queries logged	15,059
	Queries solved at first point of contact	14,403 (95.4%)

### June

	Total number of calls presented	20,932
	Calls answered	10,126
	Number of answered calls resolved at first point of contact	9,901 (97.8%)

### May

	Total number of calls presented	23,500
	Calls answered	12,414
	Number of answered calls resolved at first point of contact	11,941 (96.19%)

# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**



#### 1 SEEN BY **48,323**

Do you fancy solving a puzzle? Treasure trail maps are available in six Aberdeenshire towns containing clues which once all six have been completed reveal a famous location...

#### 2 SEEN BY **40,275**

If you're a biker in North East Scotland, Road Safety North East Scotland (RSNES) and Robert Gordon University (RGU) would like to hear from you...

#### 3 SEEN BY **33,481**

A major road in Mintlaw will be closed from next week while essential resurfacing work takes place.

Work starts on the A952 at South Street on Monday, July 15 and will run until Friday, July 26...



## TWITTER in **JULY**

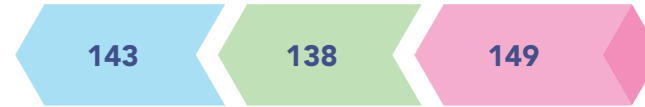
**494,000 Impressions** on **72 TWEETS**

**84 new FOLLOWERS**

**1455 mentions**

**7728 profile visits**

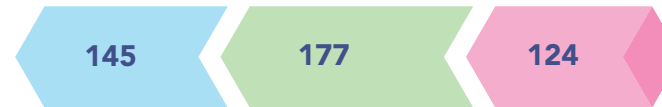
# COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

July 19   June 19   May 19

# SATISFACTION - Services

Reputation Tracker - July 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		July	June	May	July	June	May	July	June	May	July	June	May	July	June	May	July	June	May
Local Schools		98%	88%	93%	16%	14%	16%	82%	74%	77%	-	-	2%	2%	3%	5%	-	9%	-
Social care or social work services		80%	69%	68%	13%	19%	14%	67%	50%	54%	-	-	-	13%	6%	18%	7%	25%	14%
Libraries		95%	95%	99%	41%	34%	35%	54%	61%	64%	-	-	2%	5%	4%	-	-	1%	-
Museums and Galleries		98%	96%	96%	36%	33%	38%	62%	63%	58%	-	-	-	2%	3%	4%	-	-	-
Parks and open places		85%	85%	90%	10%	13%	29%	75%	72%	61%	1%	-	-	13%	14%	9%	-	2%	1%
Leisure facilities		94%	83%	84%	35%	12%	7%	59%	71%	77%	-	-	1%	4%	15%	11%	1%	2%	4%
Refuse collection		90%	71%	88%	18%	9%	16%	72%	62%	72%	-	1%	1%	9%	20%	7%	1%	7%	5%
Street cleansing		78%	81%	90%	16%	17%	27%	62%	64%	63%	5%	2%	1%	15%	15%	5%	1%	2%	4%
The quality of customer services		93%	90%	86%	53%	23%	36%	40%	67%	50%	-	2%	2%	5%	5%	8%	2%	2%	4%
Roads maintenance		36%	30%	33%	1%	1%	1%	35%	29%	32%	1%	1%	1%	49%	36%	35%	14%	33%	30%
Housing Provision		66%	65%	60%	1%	1%	2%	65%	64%	58%	-	1%	2%	30%	27%	18%	4%	7%	20%