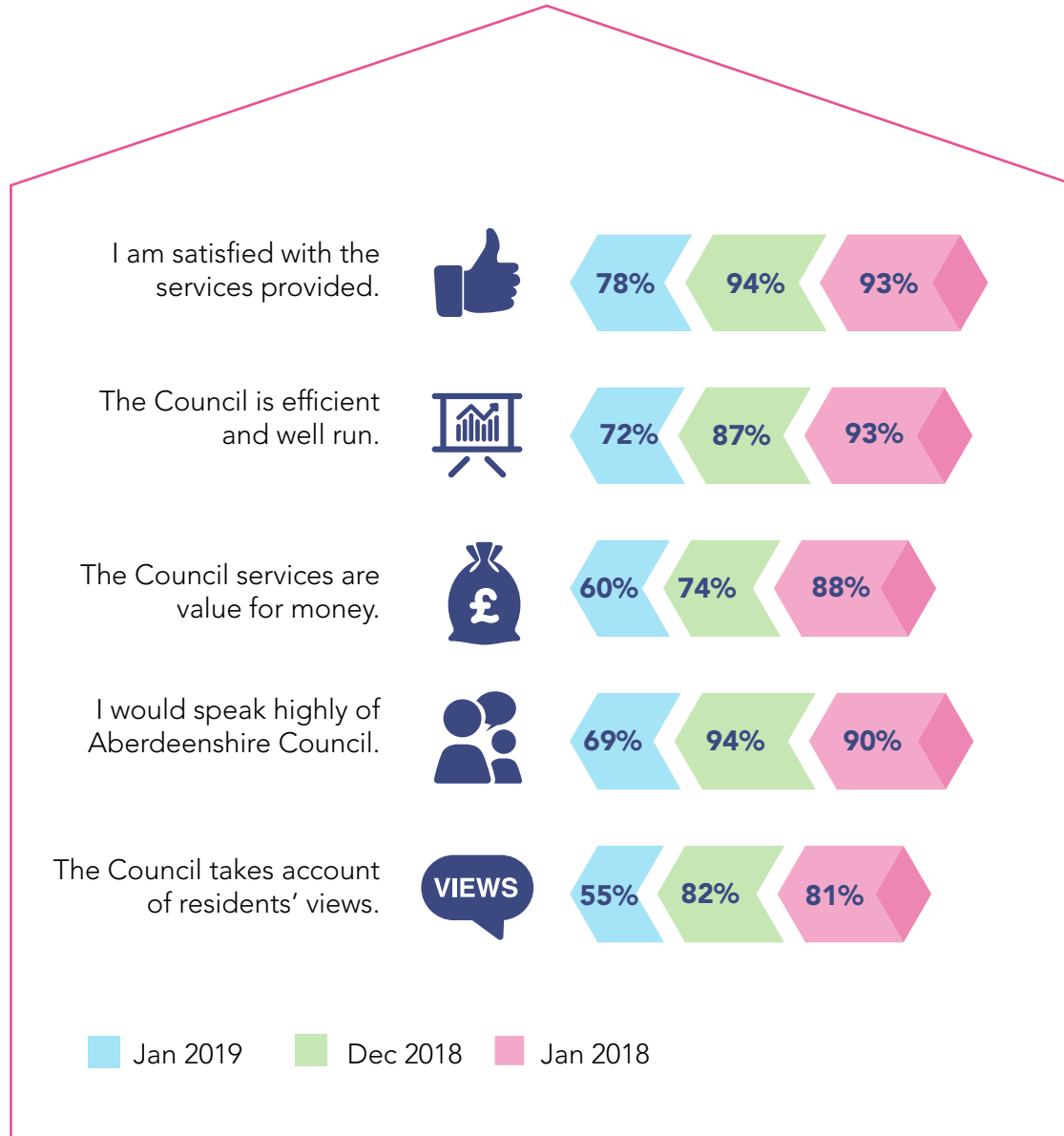
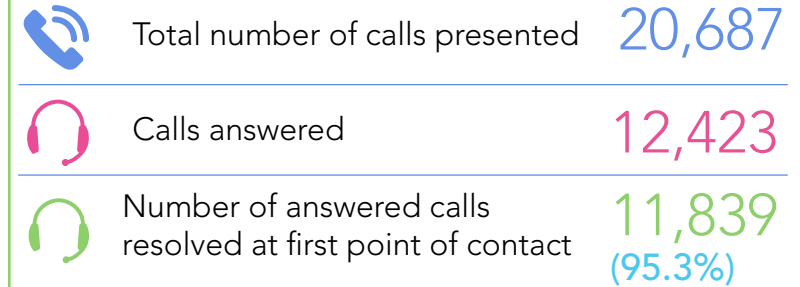


SATISFACTION

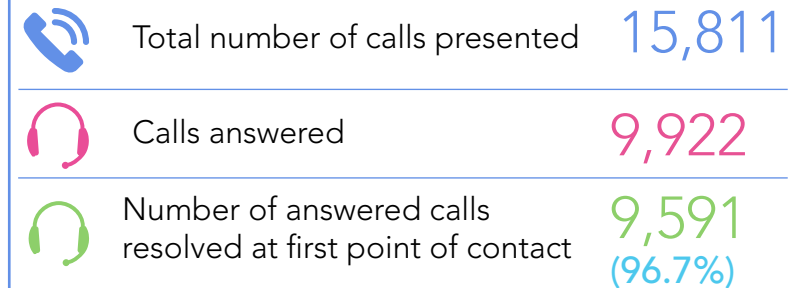


CUSTOMER CARE

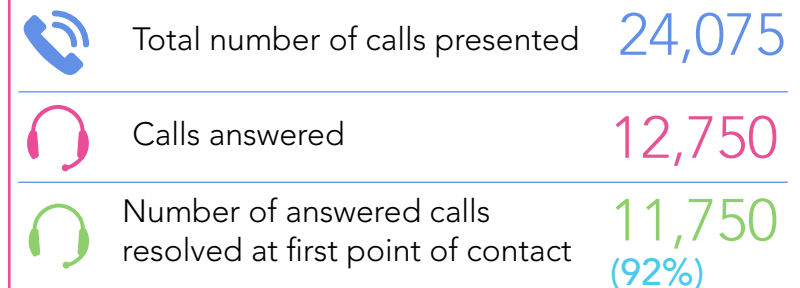
January



December



November



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

1 **SEEN BY 60,938**

Registrations for primary one in Aberdeenshire will open shortly...

2 **SEEN BY 33,600**

Aberdeenshire's recycling and waste services will be changing after a new strategy was agreed by councillors to improve the way the area disposes of the resources it consumes...

3 **SEEN BY 23,021**

A decision on a range of proposed changes to recycling and waste services in Aberdeenshire is expected to be made next week. (Thursday, January 24) Infrastructure Services Committee (ISC) will discuss a new waste strategy...



TWITTER in **JANUARY**

Number of **TWEETS & RE-TWEETS**

96 from @aberdeenshire
which made **243.8k Impressions***

* Impressions: Times a user is served a Tweet in timeline or search results

COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Jan 19 Dec 18 Nov 18

SATISFACTION - Services

Reputation Tracker - January 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov
Local Schools		88%	99%	96%	12%	19%	18%	76%	80%	78%	2%	-	1%	8%	1%	1%	2%	-	2%
Social care or social work services		77%	93%	92%	16%	6%	22%	61%	87%	70%	-	3%	4%	12%	3%	-	9%	-	4%
Libraries		96%	100%	100%	33%	7%	36%	63%	93%	64%	1%	-	-	3%	-	-	-	-	-
Museums and Galleries		94%	100%	97%	10%	28%	37%	84%	72%	60%	-	-	2%	6%	-	2%	-	-	-
Parks and open places		88%	98%	95%	14%	8%	12%	74%	90%	83%	2%	-	1%	8%	1%	2%	5%	1%	1%
Leisure facilities		87%	91%	96%	16%	13%	32%	71%	78%	64%	1%	-	-	12%	9%	2%	1%	-	1%
Refuse collection		69%	88%	80%	9%	5%	6%	60%	83%	74%	2%	1%	2%	19%	11%	17%	9%	1%	1%
Street cleansing		75%	87%	75%	4%	3%	3%	71%	84%	72%	1%	7%	5%	18%	5%	17%	5%	-	3%
The quality of customer services		77%	80%	87%	18%	16%	33%	59%	64%	54%	7%	1%	6%	15%	18%	3%	1%	1%	4%
Roads maintenance		34%	62%	44%	1%	-	-	33%	62%	44%	5%	-	2%	42%	36%	41%	19%	2%	13%
Housing Provision		62%	85%	75%	8%	-	1%	54%	85%	74%	1%	1%	-	26%	14%	16%	11%	1%	9%