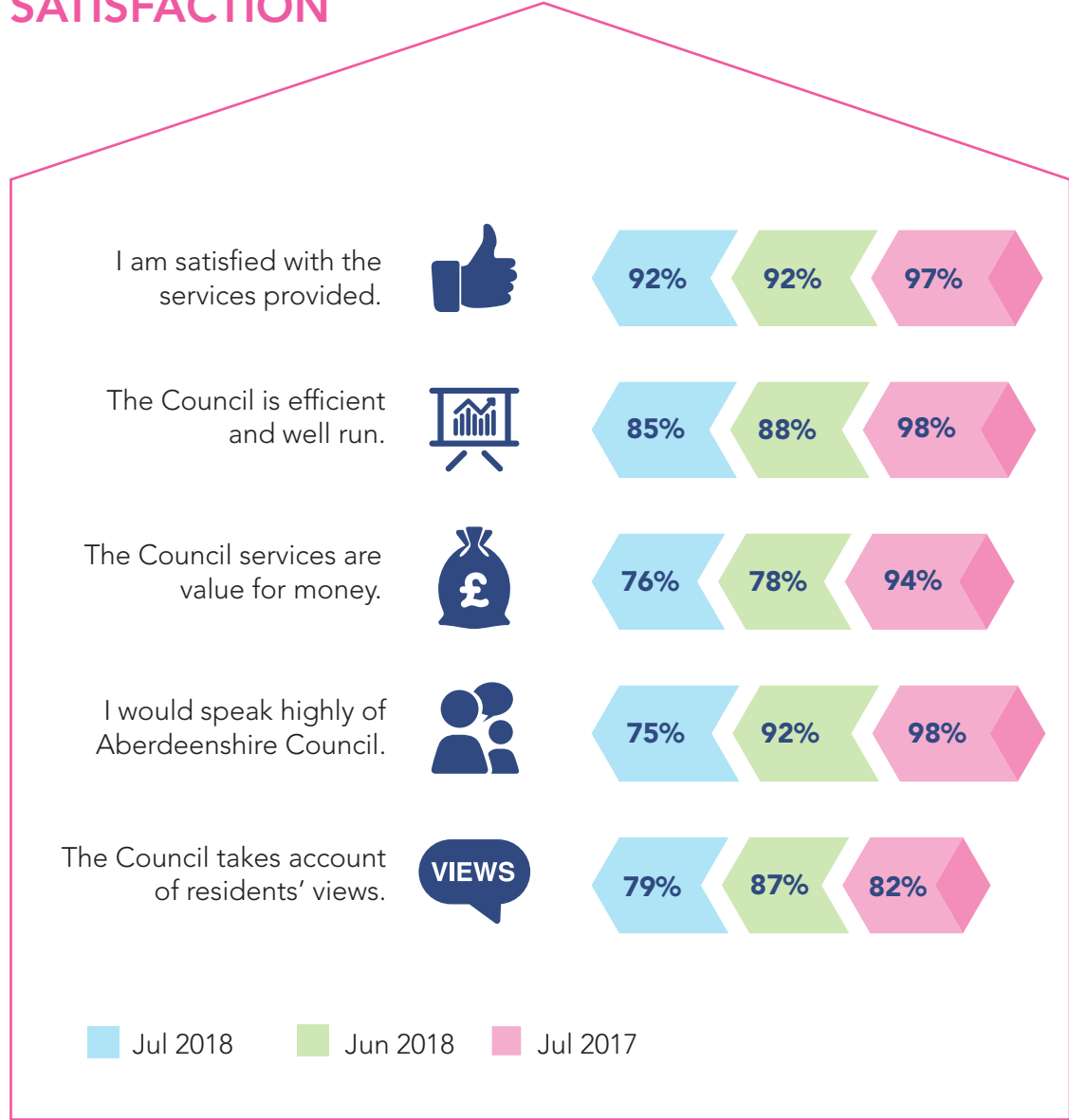
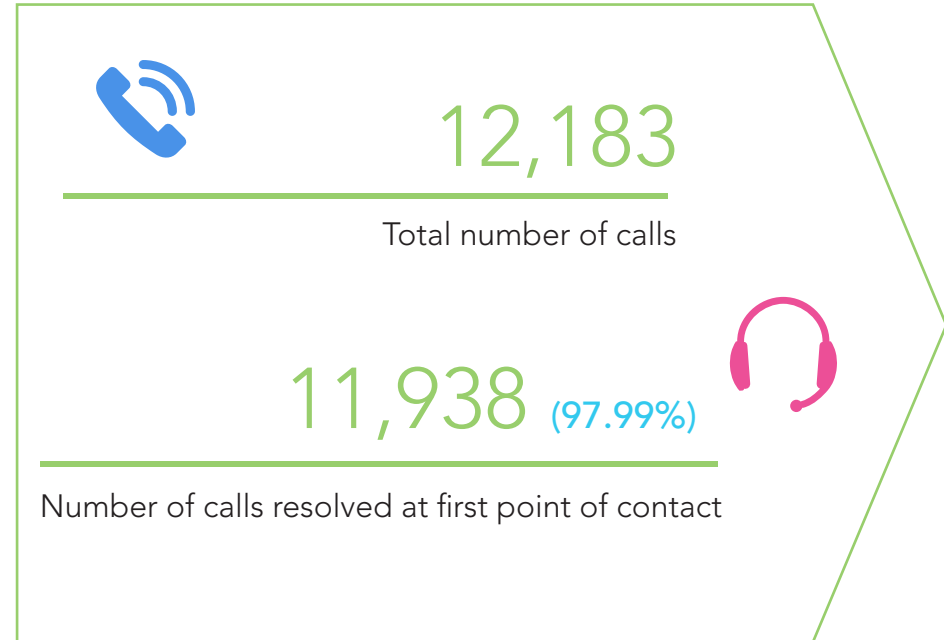


## SATISFACTION



## CUSTOMER CARE



# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**

- 1 SEEN BY 27,484**  
Here's a sneak peek of the inside of Ballater Old Royal Station, which is steaming towards completion, as you can see from the photos below...
- 2 SEEN BY 26,157**  
There are parts of Aberdeenshire where water levels are at what is described as 'significant scarcity' by the Scottish Environment Protection Agency, which means that there may be pressure on water supplies...
- 3 SEEN BY 21,593**  
Aden Country Park has been awarded more than a million pounds by The National Lottery, as part of the 'Parks for People' programme....



**TWITTER in JULY**  
We **TWEETED 72** times from @aberdeenshire which made **196k Impressions\***

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

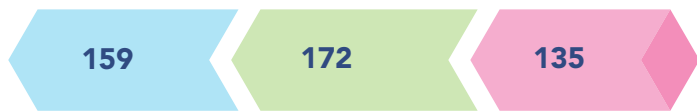
# COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Jul 18 Jun 18 May 18

# SATISFACTION - Services

Reputation Tracker - July 2018

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Jul	Jun	May	Jul	Jun	May	Jul	Jun	May	Jul	Jun	May	Jul	Jun	May	Jul	Jun	May
Local Schools		91%	99%	100%	10%	11%	26%	81%	82%	74%	1%	-	-	6%	3%	-	3%	4%	-
Social care or social work services		91%	95%	100%	15%	56%	100%	76%	39%	-	-	-	-	3%	-	-	6%	6%	-
Libraries		97%	100%	100%	50%	82%	100%	47%	18%	-	-	-	-	3%	-	-	-	-	-
Museums and Galleries		95%	99%	100%	33%	35%	46%	62%	64%	54%	3%	1%	-	-	-	-	3%	-	-
Parks and open places		94%	93%	94%	12%	11%	26%	82%	82%	68%	-	1%	1%	6%	7%	4%	-	-	-
Leisure facilities		92%	95%	100%	45%	57%	71%	47%	38%	29%	1%	-	-	7%	3%	-	1%	2%	-
Refuse collection		90%	94%	100%	33%	51%	70%	57%	43%	30%	2%	1%	-	8%	4%	-	-	1%	-
Street cleansing		84%	91%	99%	6%	3%	1%	78%	88%	98%	6%	1%	-	10%	8%	1%	-	-	-
The quality of customer services		91%	98%	100%	29%	72%	78%	62%	26%	22%	2%	-	-	4%	1%	-	3%	-	-
Roads maintenance		36%	26%	42%	1%	-	-	35%	26%	42%	3%	5%	2%	53%	61%	45%	7%	8%	11%
Housing Provision		70%	68%	75%	4%	-	-	66%	68%	75%	1%	1%	-	24%	27%	25%	5%	4%	-