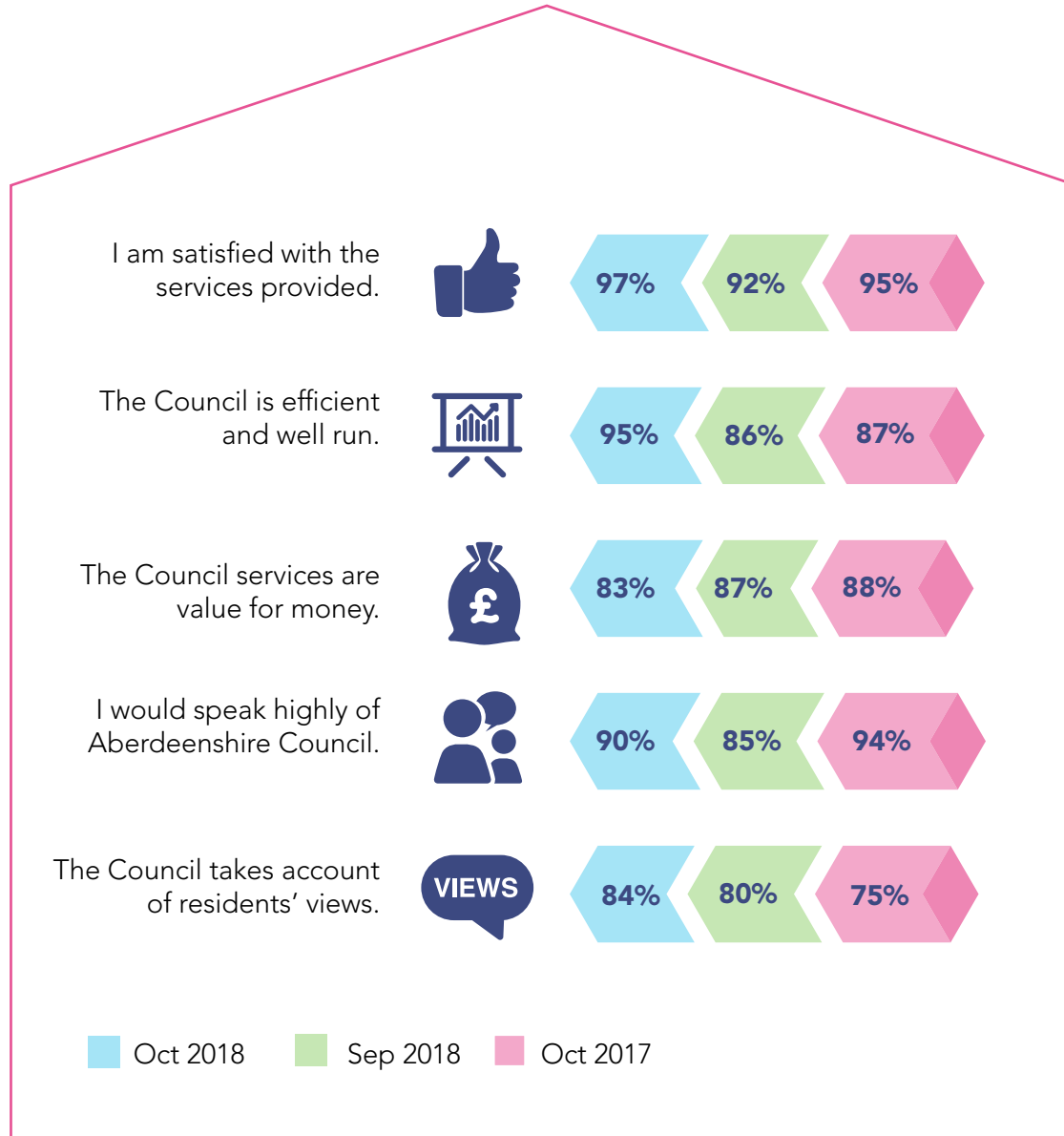
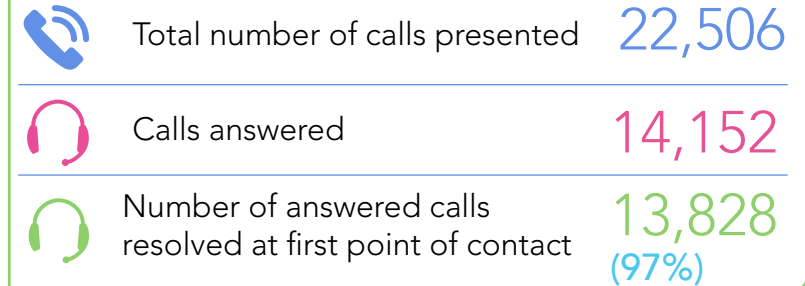


SATISFACTION

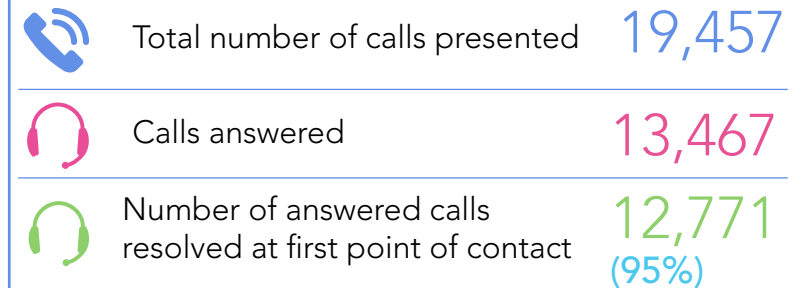


CUSTOMER CARE

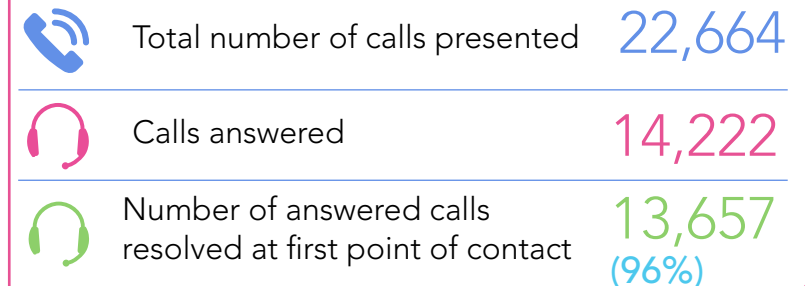
October



September



August



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 SEEN BY 28,586

What a way to mark the last day of term. HRH Camilla Duchess of Rothesay was at Crathie Primary this morning, to see for herself all the work they have been doing towards a John Muir Award...

2 SEEN BY 19,898

Alford Community Campus welcomed Her Royal Highness The Duchess of Rothesay to a harvest festival involving all 13 primary schools within the Alford Academy catchment area today...

3 SEEN BY 16,476

Drivers are being advised to allow for extra travel time as an upcoming road closure in Inverurie will result in congestion and a prolonged diversion. Keith Hall Road Bridge (B993) in Inverurie will be closed for five days from Monday...



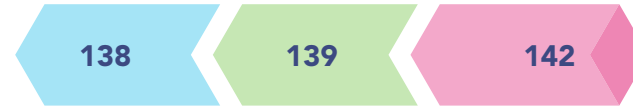
TWITTER in **OCTOBER**

Number of TWEETS & RE-TWEETS

97k from @aberdeenshire
which made **228k 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.

Oct 18 Sep 18 Aug 18

SATISFACTION - Services

Reputation Tracker - October 2018

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug
Local Schools		85%	86%	93%	19%	24%	26%	66%	62%	67%	3%	-	1%	13%	10%	5%	-	5%	1%
Social care or social work services		73%	86%	93%	21%	9%	20%	52%	77%	73%	9%	5%	-	15%	9%	6%	3%	-	-
Libraries		94%	99%	99%	32%	24%	31%	62%	75%	68%	4%	-	-	1%	1%	2%	-	-	-
Museums and Galleries		91%	95%	97%	18%	4%	38%	73%	91%	59%	5%	2%	-	3%	4%	3%	-	-	-
Parks and open places		89%	86%	92%	16%	8%	18%	73%	78%	74%	6%	1%	-	5%	11%	8%	1%	1%	-
Leisure facilities		82%	88%	86%	12%	12%	10%	70%	76%	76%	11%	1%	2%	5%	9%	11%	1%	2%	-
Refuse collection		84%	90%	85%	16%	21%	9%	68%	69%	76%	6%	2%	1%	9%	5%	13%	1%	3%	1%
Street cleansing		79%	85%	90%	10%	12%	4%	69%	73%	86%	11%	1%	1%	7%	12%	7%	3%	2%	1%
The quality of customer services		91%	95%	92%	19%	21%	39%	72%	74%	53%	3%	1%	-	6%	2%	7%	-	2%	1%
Roads maintenance		52%	50%	42%	4%	-	-	48%	50%	42%	8%	3%	2%	25%	38%	43%	15%	9%	14%
Housing Provision		64%	70%	62%	2%	2%	1%	62%	68%	61%	6%	2%	-	14%	23%	30%	16%	5%	8%