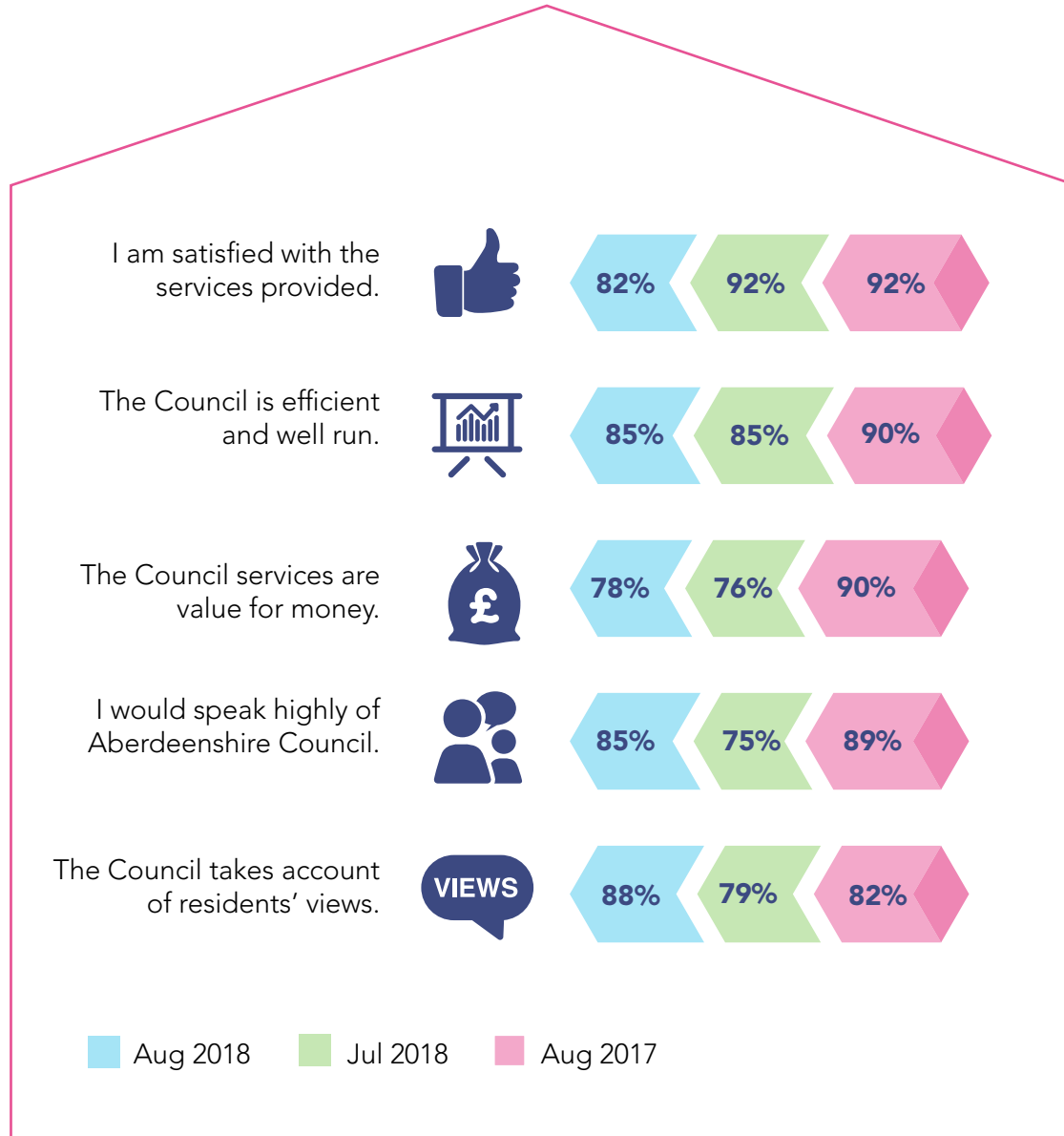





SATISFACTION






CUSTOMER CARE




August

	Total number of calls presented	22,664
	Calls answered	14,222
	Number of answered calls resolved at first point of contact	13,657 (96%)

July

	Total number of calls presented	22,958
	Calls answered	12,183
	Number of answered calls resolved at first point of contact	11,938 (97.99%)

June

	Total number of calls presented	21,106
	Calls answered	13,834
	Number of answered calls resolved at first point of contact	13,443 (97.17%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 SEEN BY **42,972**

Aberdeenshire Council's Trading Standards team has issued an alert for bank customers in the area regarding scam calls being received by some residents...

2 SEEN BY **16,180**

Stuck for something to do this weekend? Why not hit the Treasure Trail? There are six Treasure Trail maps to complete in Banchory, Banff, Macduff, Oldmeldrum, Stonehaven and Westhill...

3 SEEN BY **15,704**

A Bridge inspection will be carried out on the Potarch Bridge (B993), resulting in a temporary closure...



TWITTER in **AUGUST**

We **TWEETED 70** times from @aberdeenshire which made **217k Impressions***

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

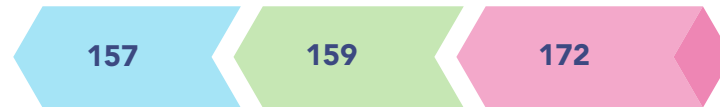
COMPLAINTS/COMPLIMENTS



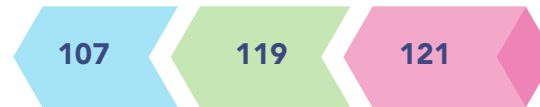
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Aug 18 Jul 18 Jun 18

SATISFACTION - Services

Reputation Tracker - August 2018

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun
Local Schools		93%	91%	99%	26%	10%	11%	67%	81%	82%	1%	1%	-	5%	6%	3%	1%	3%	4%
Social care or social work services		93%	91%	95%	20%	15%	56%	73%	76%	39%	-	-	-	6%	3%	-	-	6%	6%
Libraries		99%	97%	100%	31%	50%	82%	68%	47%	18%	-	-	-	2%	3%	-	-	-	-
Museums and Galleries		97%	95%	99%	38%	33%	35%	59%	62%	64%	-	3%	1%	3%	-	-	-	3%	-
Parks and open places		92%	94%	93%	18%	12%	11%	74%	82%	82%	-	-	1%	8%	6%	7%	-	-	-
Leisure facilities		86%	92%	95%	10%	45%	57%	76%	47%	38%	2%	1%	-	11%	7%	3%	-	1%	2%
Refuse collection		85%	90%	94%	9%	33%	51%	76%	57%	43%	1%	2%	1%	13%	8%	4%	1%	-	1%
Street cleansing		90%	84%	91%	4%	6%	3%	86%	78%	88%	1%	6%	1%	7%	10%	8%	1%	-	-
The quality of customer services		92%	91%	98%	39%	29%	72%	53%	62%	26%	-	2%	-	7%	4%	1%	1%	3%	-
Roads maintenance		42%	36%	26%	-	1%	-	42%	35%	26%	2%	3%	5%	43%	53%	61%	14%	7%	8%
Housing Provision		62%	70%	68%	1%	4%	-	61%	66%	68%	-	1%	1%	30%	24%	27%	8%	5%	4%