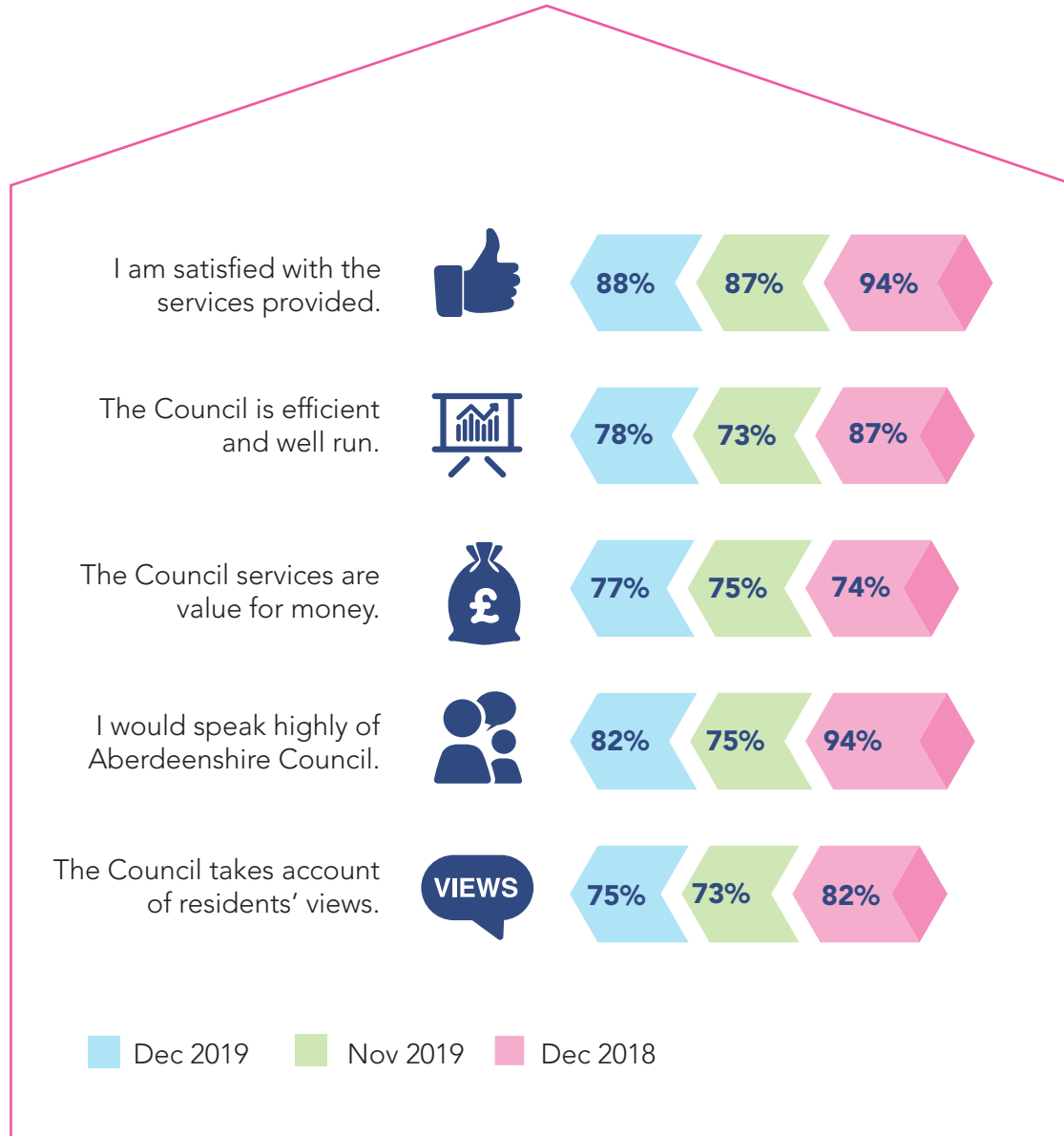
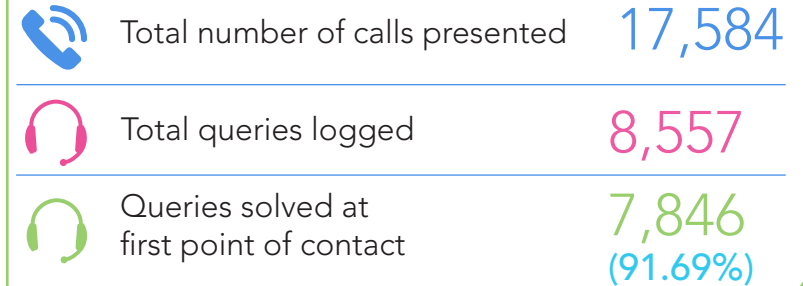


SATISFACTION

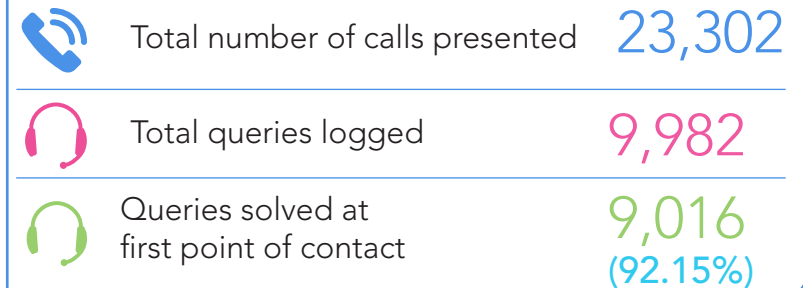


CUSTOMER CARE

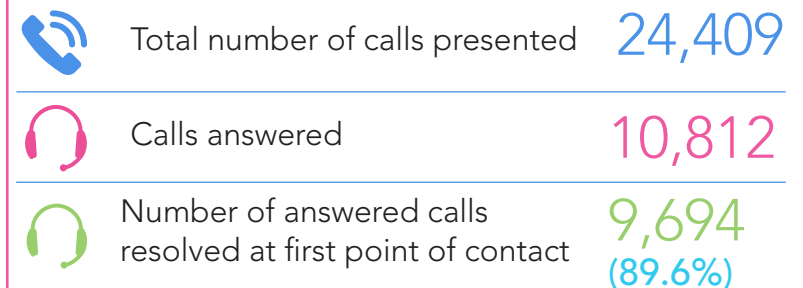
December



November



October



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 14,848**
Results are in for Banff and Buchan #GE19....

2 **SEEN BY 13,695**
Results are in for West Aberdeenshire and Kincardine #GE19...

3 **SEEN BY 12,940**
Aberdeenshire Council will shortly be carrying out essential resurfacing works on the A97 Gartly to Huntly road.....



TWITTER in **DECEMBER**

- **233,500 Impressions** on **66 TWEETS**
- **28** new **FOLLOWERS**
- **618** mentions
- **4178** profile visits
- **214 RETWEETS**

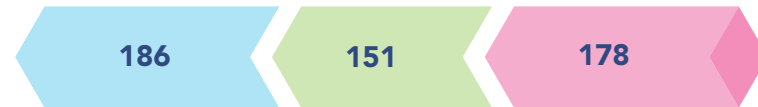
COMPLAINTS/COMPLIMENTS



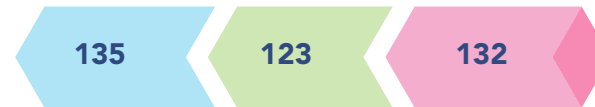
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Dec 19 Nov 19 Oct 19

SATISFACTION - Services

Reputation Tracker - December 2019

	Icon	OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct
Local Schools		88%	86%	96%	40%	22%	50%	48%	64%	41%	3%	2%	-	6%	10%	8%	3%	1%	1%
Social care or social work services		80%	86%	92%	31%	26%	54%	49%	60%	38%	-	2%	1%	6%	4%	6%	14%	9%	1%
Libraries		95%	88%	100%	36%	34%	62%	59%	54%	36%	1%	3%	-	3%	5%	2%	1%	4%	-
Museums and Galleries		94%	84%	98%	27%	36%	51%	67%	48%	43%	-	5%	3%	2%	11%	4%	5%	-	-
Parks and open places		88%	88%	93%	25%	16%	43%	63%	72%	42%	2%	3%	1%	7%	8%	14%	3%	1%	-
Leisure facilities		86%	90%	93%	31%	14%	44%	55%	76%	46%	1%	3%	3%	10%	6%	5%	3%	1%	2%
Refuse collection		78%	79%	92%	24%	13%	42%	54%	66%	37%	5%	1%	3%	11%	15%	16%	6%	5%	1%
Street cleansing		87%	72%	93%	19%	16%	39%	68%	56%	45%	1%	9%	4%	7%	15%	11%	4%	5%	1%
The quality of customer services		83%	87%	89%	25%	16%	56%	58%	71%	38%	1%	2%	1%	12%	4%	5%	4%	6%	-
Roads maintenance		45%	31%	41%	6%	1%	18%	39%	30%	22%	6%	2%	2%	16%	32%	43%	33%	36%	14%
Housing Provision		72%	61%	84%	13%	3%	41%	59%	58%	35%	2%	-	-	18%	22%	18%	8%	18%	5%