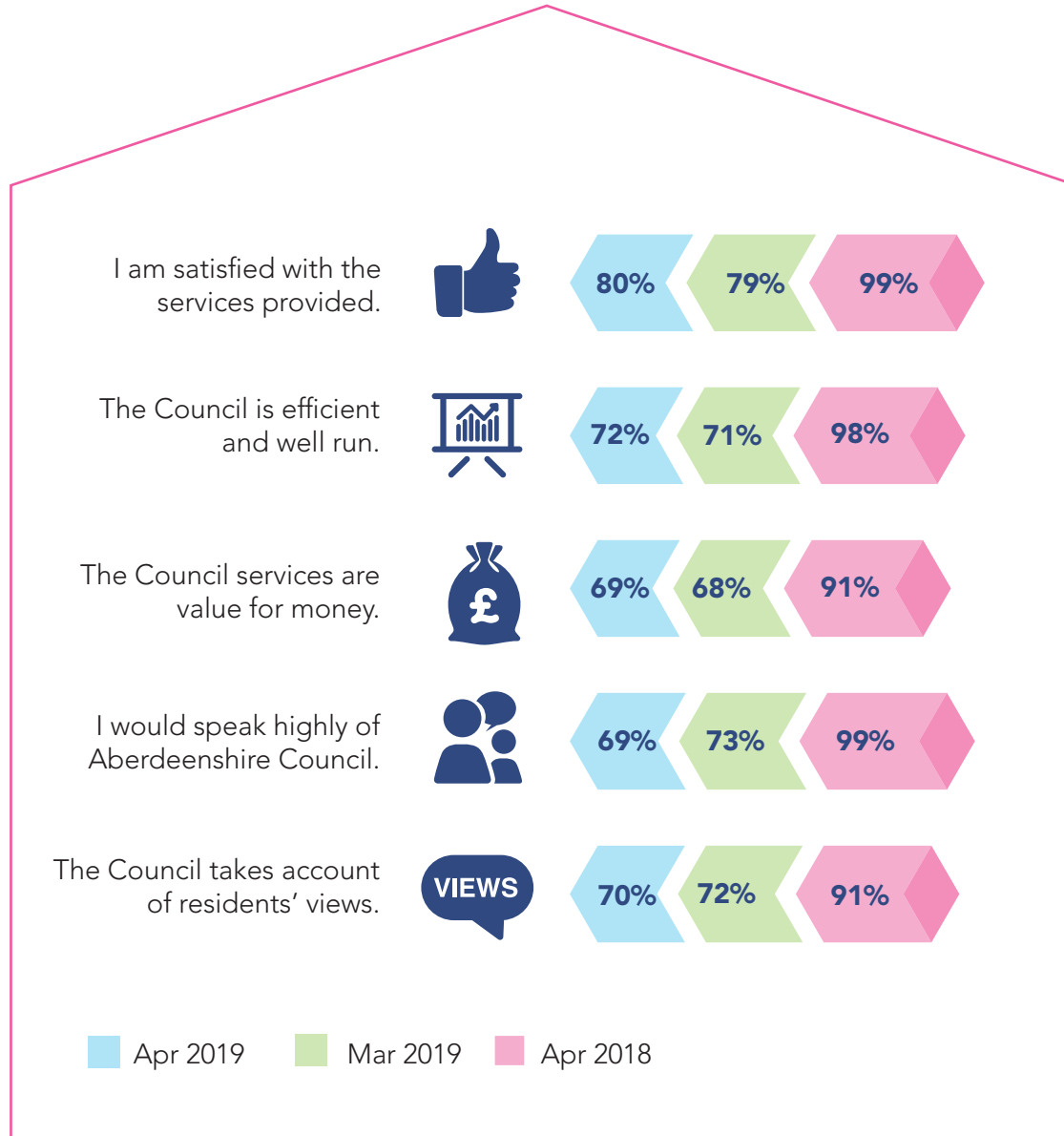
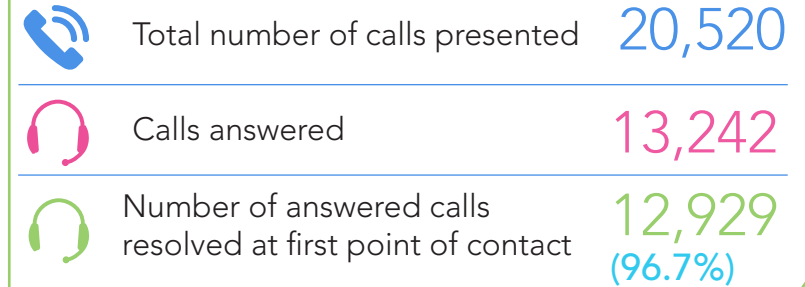


SATISFACTION

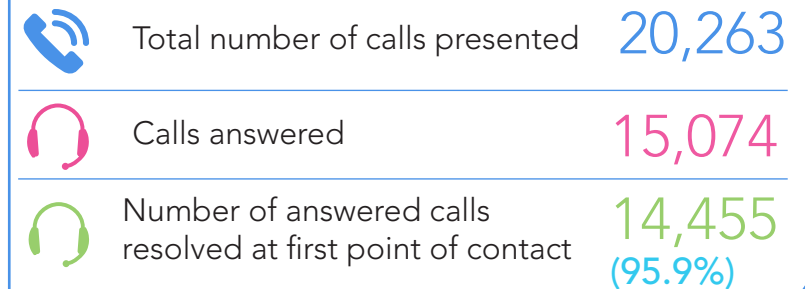


CUSTOMER CARE

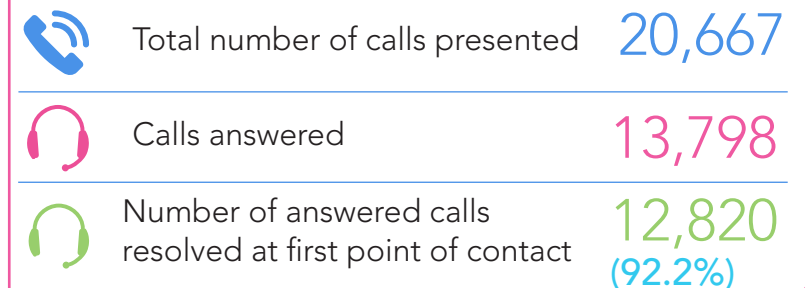
April



March



February



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 39,017**

New procedures are being rolled out across Aberdeenshire Council's kerbside collection service from this week in an attempt to reduce the contamination of recycling bins with non-recyclable items...

2 **SEEN BY 19,091**

Nuisance gulls affecting your home, business or community? Take action now to make a difference...

3 **SEEN BY 17,218**

Applications are now being sought for the Banff and Buchan Area Initiatives Fund which can provide up to £10,000 for improvements to towns or volunteering schemes...

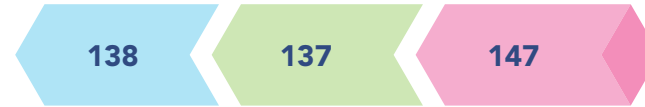


TWITTER in **APRIL**

Number of **TWEETS & RE-TWEETS**
59 from @aberdeenshire
which made **138.2k Impressions***

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

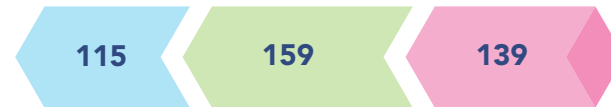
COMPLAINTS/COMPLIMENTS



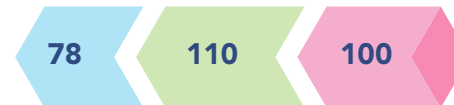
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ Apr 19 ■ Mar 19 ■ Feb 19

SATISFACTION - Services

Reputation Tracker - April 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Apr	Mar	Feb	Apr	Mar	Feb	Apr	Mar	Feb	Apr	Mar	Feb	Apr	Mar	Feb	Apr	Mar	Feb
Local Schools		96%	91%	90%	20%	14%	17%	76%	77%	73%	-	1%	-	2%	6%	8%	1%	1%	2%
Social care or social work services		100%	91%	77%	22%	14%	20%	78%	77%	57%	-	-	-	-	-	20%	-	9%	3%
Libraries		93%	91%	97%	13%	34%	33%	80%	57%	64%	2%	3%	1%	5%	6%	2%	-	-	-
Museums and Galleries		80%	93%	98%	10%	22%	18%	70%	71%	80%	10%	7%	2%	10%	-	-	-	-	-
Parks and open places		88%	84%	91%	6%	4%	14%	82%	80%	77%	3%	4%	1%	8%	11%	8%	-	2%	1%
Leisure facilities		91%	81%	92%	4%	9%	26%	87%	72%	66%	1%	6%	-	8%	11%	5%	-	2%	2%
Refuse collection		83%	71%	66%	-	4%	7%	83%	67%	59%	1%	1%	-	17%	21%	20%	-	7%	14%
Street cleansing		69%	77%	87%	2%	3%	3%	67%	74%	84%	12%	10%	7%	19%	10%	4%	1%	3%	2%
The quality of customer services		82%	79%	97%	4%	20%	25%	78%	59%	72%	-	7%	-	15%	12%	2%	3%	2%	1%
Roads maintenance		41%	42%	44%	-	-	-	41%	42%	44%	1%	5%	2%	53%	39%	35%	5%	15%	19%
Housing Provision		78%	57%	64%	-	2%	2%	78%	55%	62%	-	-	1%	19%	30%	23%	3%	13%	13%