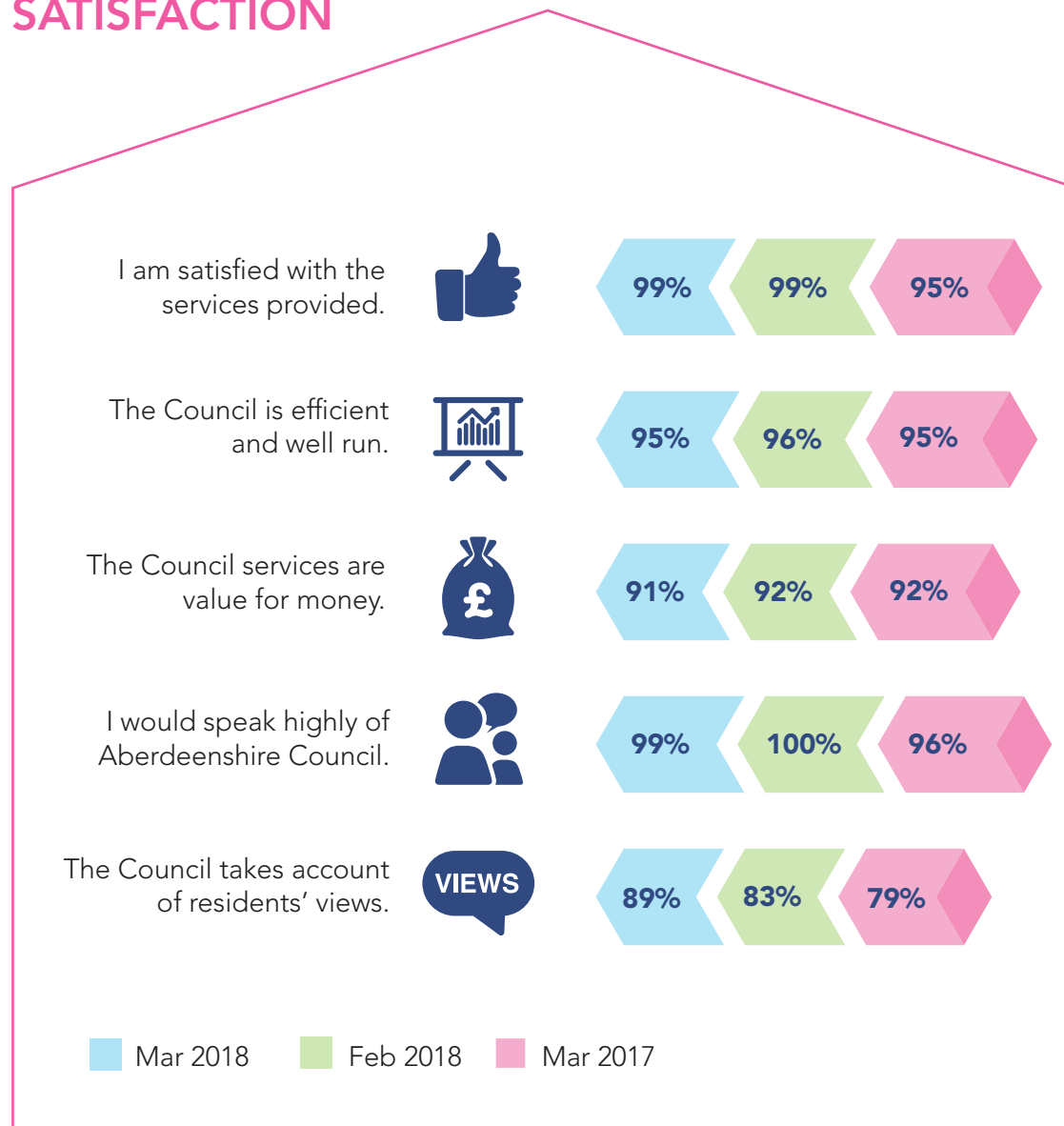
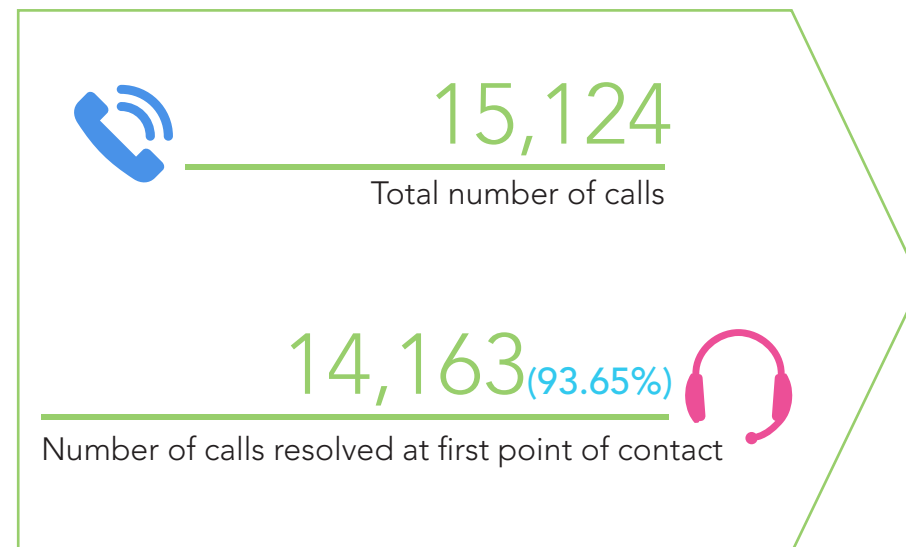


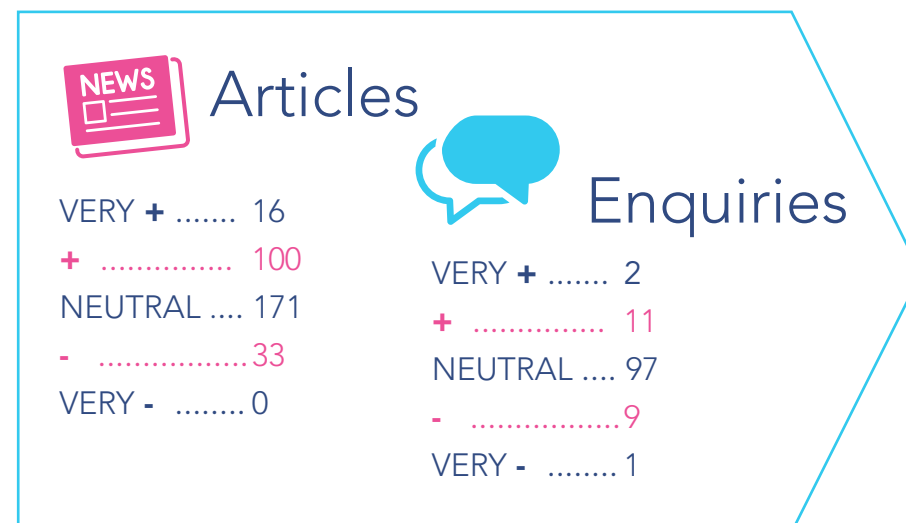
## SATISFACTION



## CUSTOMER CARE



## MEDIA COVERAGE



# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**



#### 1 **SEEN BY 41,128**

The A937 Marykirk road is closed at the junction with the A90 in both directions due to flooding...

#### 2 **SEEN BY 20,628**

Two of our winter weather heroes Dana MacDonald (Care Team Coordinator) and Julia Bruce (Home Carer) have been braving the tricky conditions to make sure elderly people living independently have everything they need...

#### 3 **SEEN BY 13,527**

Stagecoach has made Aberdeenshire Council aware of issues it is encountering operating the 273 Gardenstown bus service in the lower part of the community...



### TWITTER in **MARCH**

We **TWEETED 111** times from @aberdeenshire which made **322k Impressions\***

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

# COMPLAINTS/COMPLIMENTS

182

130

168

Complaints received.

45

79

104

Compliments received.

166

146

166

Complaints completed and closed.

108

85

119

Number of complaints resolved at level one.

58

161

47

Number of complaints resolved at level two.












Jan18

Feb 18

Mar 18

# SATISFACTION - Services

Reputation **Tracker** - March 2018

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan
Local Schools		100%	100%	96%	15%	22%	27%	85%	78%	69%	-	-	-	-	-	4%	-	-	-
Social care or social work services		100%	100%	95%	76%	62%	57%	24%	38%	38%	-	-	-	-	-	5%	-	-	-
Libraries		100%	100%	100%	83%	94%	62%	17%	6%	38%	-	-	-	-	-	-	-	-	-
Museums and Galleries		100%	99%	98%	39%	31%	39%	61%	68%	59%	-	1%	-	-	-	2%	-	-	-
Parks and open places		98%	96%	98%	9%	7%	8%	89%	89%	90%	-	1%	-	2%	3%	3%	-	-	-
Leisure facilities		98%	100%	93%	13%	6%	10%	85%	94%	83%	-	-	-	1%	-	4%	1%	-	3%
Refuse collection		100%	99%	93%	69%	78%	63%	31%	21%	30%	-	-	1%	1%	-	6%	-	1%	1%
Street cleansing		98%	96%	89%	7%	5%	8%	91%	91%	81%	1%	2%	6%	1%	2%	5%	-	-	1%
The quality of customer services		98%	98%	98%	63%	85%	72%	35%	13%	26%	1%	3%	-	-	-	2%	1%	-	-
Roads maintenance		29%	36%	35%	-	-	3%	29%	36%	32%	3%	1%	5%	57%	54%	50%	11%	9%	11%
Housing Provision		77%	69%	64%	-	-	5%	77%	69%	59%	1%	1%	1%	21%	29%	32%	1%	-	3%