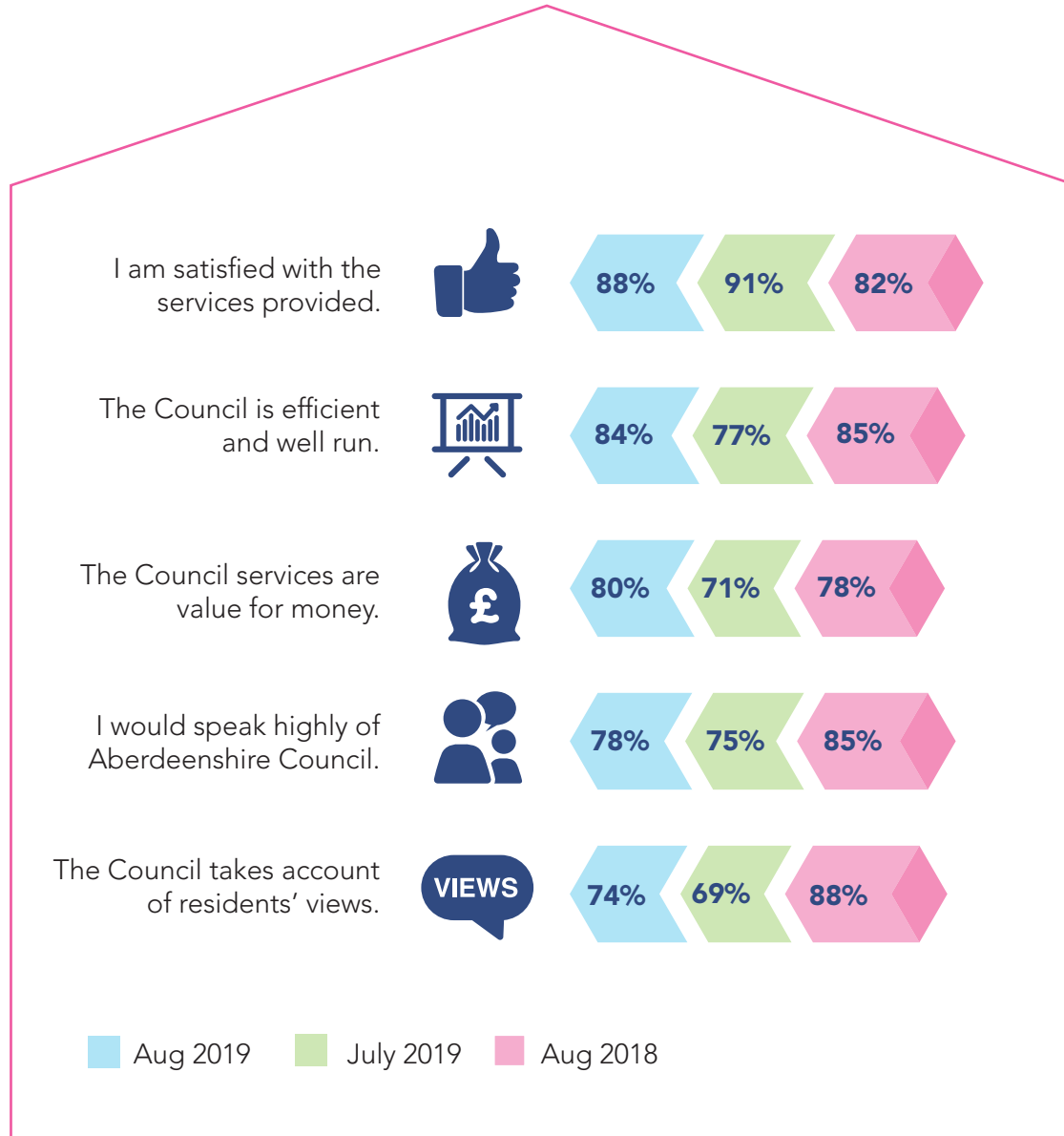





SATISFACTION






CUSTOMER CARE




August

 Total number of calls presented	23,990
 Total queries logged	9,970
 Queries solved at first point of contact	9,068 (91.1%)

July

 Total number of calls presented	25,535
 Total queries logged	15,097
 Queries solved at first point of contact	14,403 (95.4%)

June

 Total number of calls presented	20,932
 Calls answered	10,126
 Number of answered calls resolved at first point of contact	9,901 (97.8%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

1 **SEEN BY 20,811**

The Peterhead community is being asked to choose how £20,000 should be spent on local improvements. Peterhead Decides is an initiative giving the public the opportunity to directly decide how public money is used to improve the Peterhead area.

2 **SEEN BY 18,057**

It won't be just the pupils that will be learning when the new session begins, Aberdeenshire's latest intake of probationer teachers officially start their careers in the classroom soon.

3 **SEEN BY 14,054**

The primary school catchment areas in Inverurie are being reviewed and we would like gather feedback from parents and the wider community



TWITTER in **AUGUST**

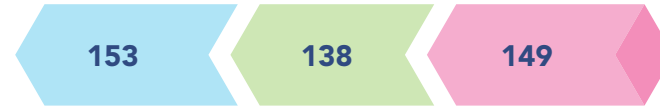
359,000 Impressions on **83 TWEETS**
and **210 RETWEETS**

28 new **FOLLOWERS**

1131 mentions

4859 profile visits

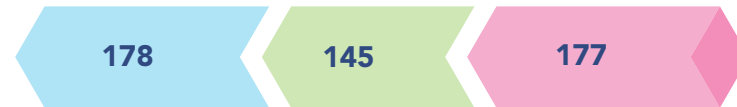
COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Aug 19 July 19 June 19

SATISFACTION - Services

Reputation Tracker - August 2019

	OVERALL SATISFACTION	VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED				
		Aug	July	June	Aug	July	June	Aug	July	June	Aug	July	June	Aug	July	June		
Local Schools 	95%	98%	88%	16%	16%	14%	79%	82%	74%	-	-	-	-	2%	3%	4%	-	9%
Social care or social work services 	94%	80%	69%	33%	13%	19%	61%	67%	50%	-	-	-	-	13%	6%	6%	7%	25%
Libraries 	93%	95%	95%	44%	41%	34%	49%	54%	61%	2%	-	-	5%	5%	4%	-	-	1%
Museums and Galleries 	97%	98%	96%	35%	36%	33%	62%	62%	63%	2%	-	-	2%	2%	3%	-	-	-
Parks and open places 	93%	85%	85%	22%	10%	13%	71%	75%	72%	1%	1%	-	6%	13%	14%	-	-	2%
Leisure facilities 	77%	94%	83%	12%	35%	12%	65%	59%	71%	2%	-	-	21%	4%	15%	-	1%	2%
Refuse collection 	81%	90%	71%	9%	18%	9%	72%	72%	62%	1%	-	1%	13%	9%	20%	6%	1%	7%
Street cleansing 	87%	78%	81%	17%	16%	17%	70%	62%	64%	7%	5%	2%	5%	15%	15%	2%	1%	2%
The quality of customer services 	97%	93%	90%	38%	53%	23%	59%	40%	67%	-	-	2%	1%	5%	5%	2%	2%	2%
Roads maintenance 	33%	36%	30%	-	1%	1%	33%	35%	29%	2%	1%	1%	48%	49%	36%	16%	14%	33%
Housing Provision 	64%	66%	65%	1%	1%	1%	63%	65%	64%	-	-	1%	26%	30%	27%	10%	4%	7%