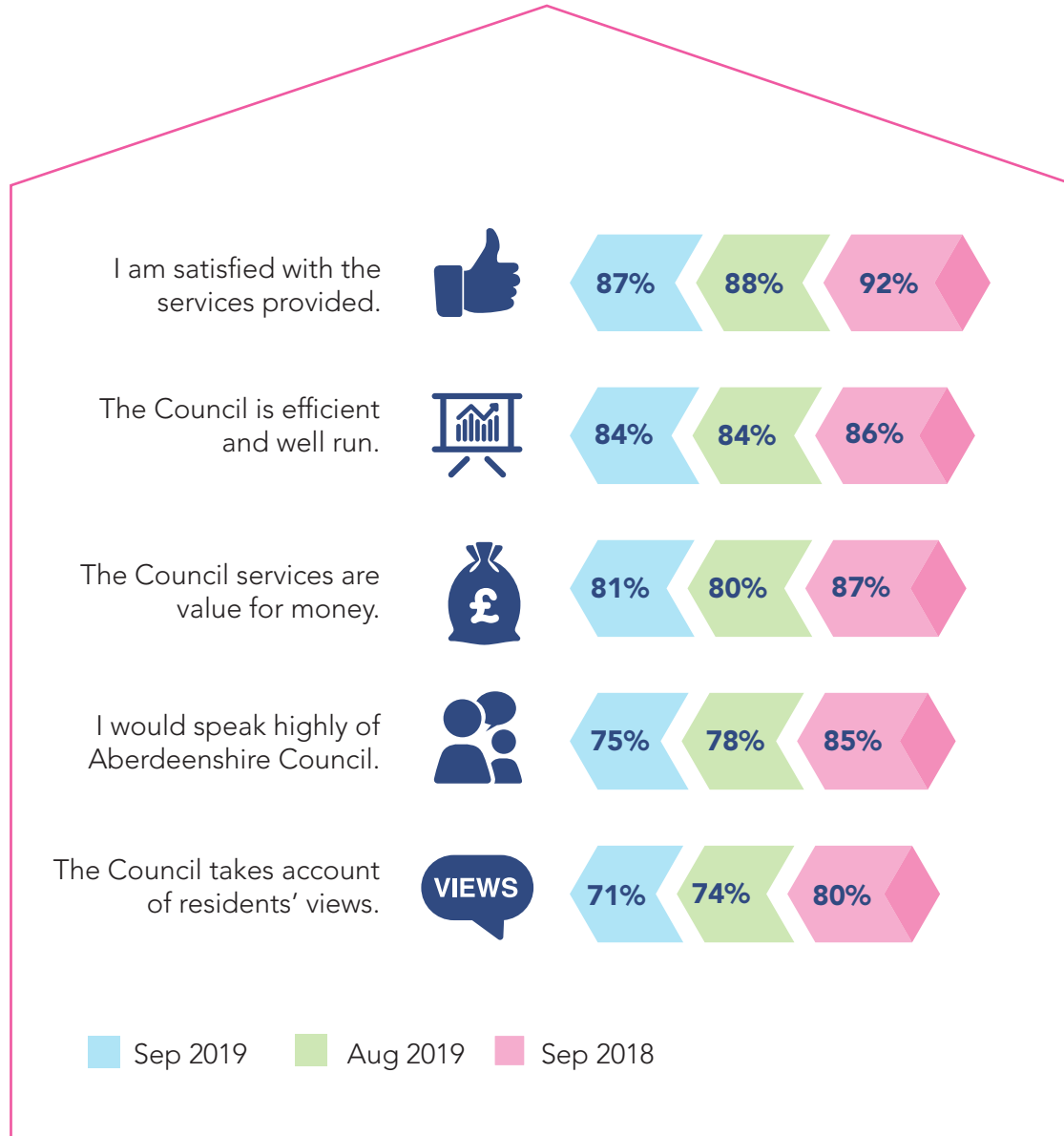





SATISFACTION






CUSTOMER CARE




September

 Total number of calls presented	21,885
 Total queries logged	9,468
 Queries solved at first point of contact	8,616 (91%)

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
 Calls answered	15,097
 Number of answered calls resolved at first point of contact	14,403 (95.4%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 130,726**

Following the weekend's flooding and subsequent damage to a number of bridges, a series of formal closure notifications have now been issued by Aberdeenshire Council

2 **SEEN BY 52,984**

Important reminder, changes to the structure of our off street pay-and-display car park tariffs comes into force tomorrow (2nd Sept). Look out for the new signs like this one which explain the rates.

3 **SEEN BY 19,824**

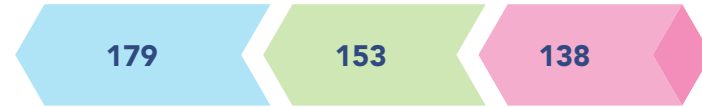
Launching today – our budget simulator! Go online and allocate our budget for the next financial year, according to which of our services are most important to you...



TWITTER in **SEPTEMBER**

- **501,600 Impressions** on **97 TWEETS**
- **102** new **FOLLOWERS**
- **1193** mentions
- **7919** profile visits
- **428 RETWEETS**

COMPLAINTS/COMPLIMENTS



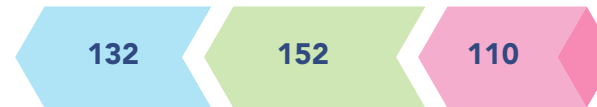
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ Sep 19 ■ Aug 19 ■ Jul 19

SATISFACTION - Services

Reputation Tracker - September 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul	Sep	Aug	Jul
Local Schools		96%	95%	98%	68%	16%	16%	28%	79%	82%	1%	-	-	3%	-	2%	1%	4%	-
Social care or social work services		92%	94%	80%	69%	33%	13%	23%	61%	67%	2%	-	-	3%	-	13%	2%	6%	7%
Libraries		100%	93%	95%	74%	44%	41%	26%	49%	54%	-	2%	-	-	5%	5%	-	-	-
Museums and Galleries		98%	97%	98%	69%	35%	36%	29%	62%	62%	-	2%	-	-	2%	2%	1%	-	-
Parks and open places		93%	93%	85%	60%	22%	10%	33%	71%	75%	1%	1%	1%	4%	6%	13%	1%	-	-
Leisure facilities		93%	77%	94%	62%	12%	35%	31%	65%	59%	1%	2%	-	4%	21%	4%	2%	-	1%
Refuse collection		92%	81%	90%	63%	9%	18%	29%	72%	72%	1%	1%	-	3%	13%	9%	4%	6%	1%
Street cleansing		93%	87%	78%	59%	17%	16%	34%	70%	62%	-	7%	5%	5%	5%	15%	2%	2%	1%
The quality of customer services		89%	97%	93%	62%	38%	53%	27%	59%	40%	2%	-	-	6%	1%	5%	3%	2%	2%
Roads maintenance		41%	33%	36%	1%	-	1%	40%	33%	35%	3%	2%	1%	38%	48%	49%	18%	16%	14%
Housing Provision		84%	64%	66%	53%	1%	1%	31%	63%	65%	2%	-	-	4%	26%	30%	10%	10%	4%