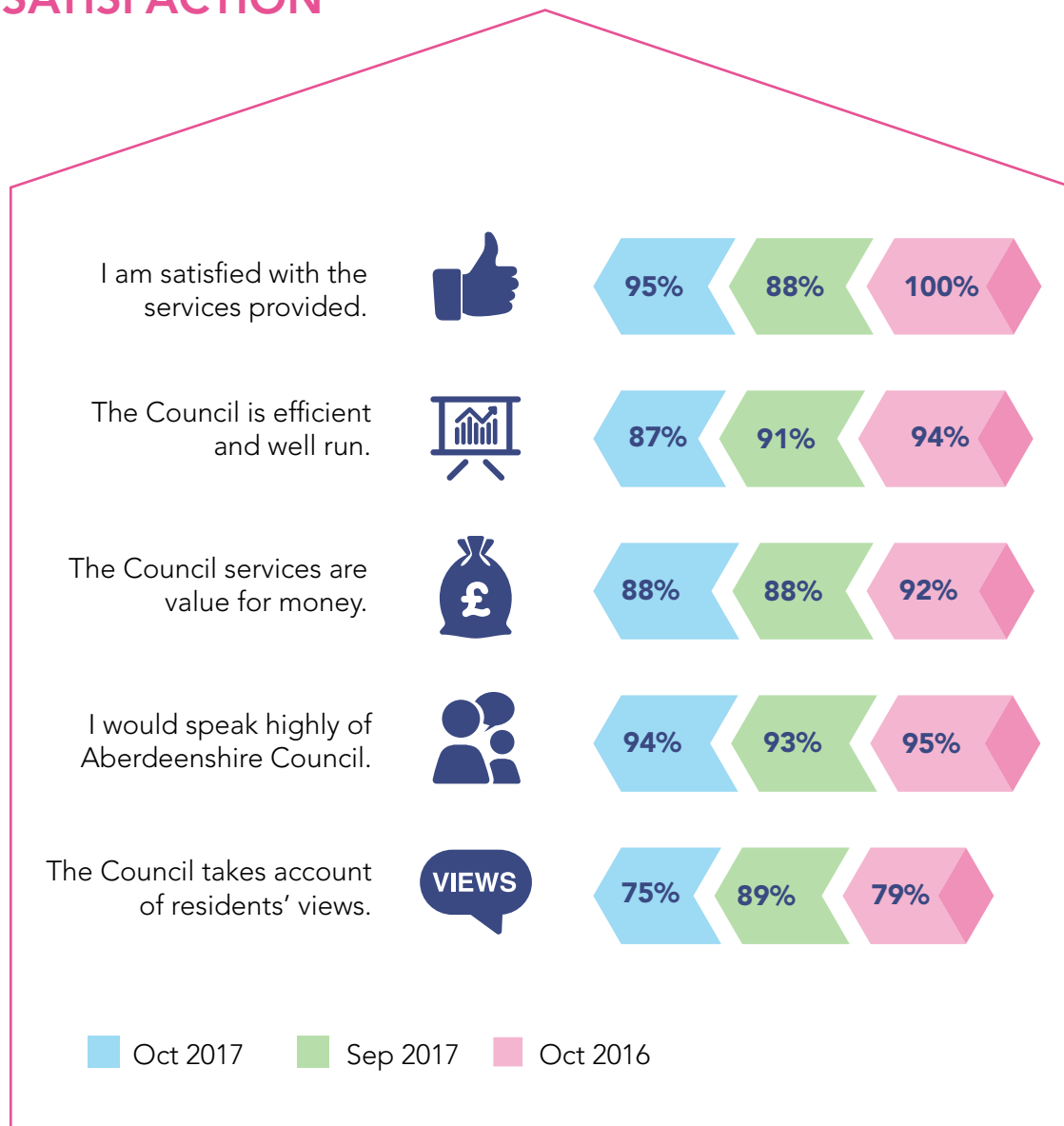
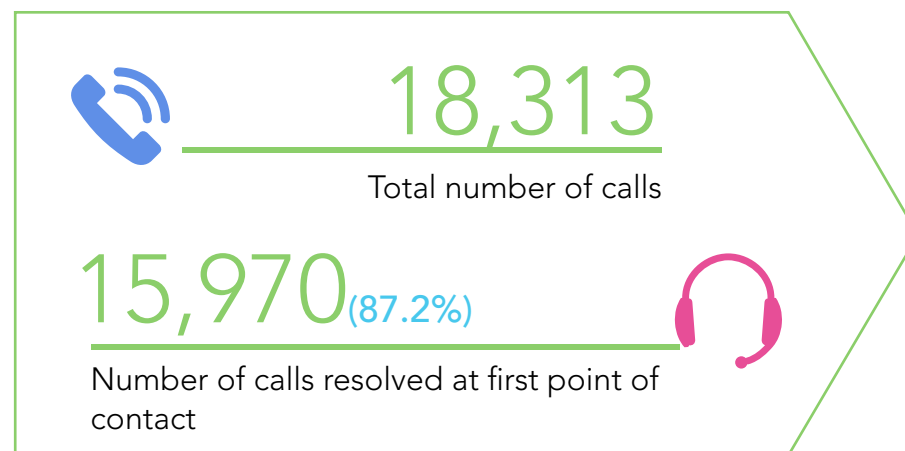




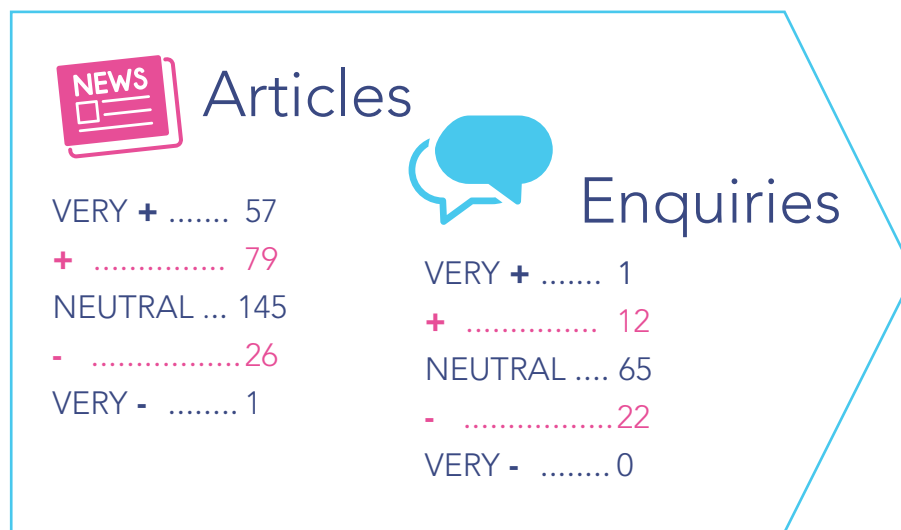
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

- 1

SEEN BY 48,236
The B9170 Lethenty to Barra Road, the main road between Oldmeldrum and Inverurie, will be closed from Monday, November 6 for two weeks...
- 2

SEEN BY 19,230
Pupils, parents and teachers said goodbye to Market Place School today during a special commemoration ceremony...
- 3

SEEN BY 18,467
Macduff Marine Aquarium is all set to make a big splash as it is about to celebrate its 20th anniversary...



TWITTER in OCTOBER
We **TWEETED 68** times from @aberdeenshire which made **189k Impressions***

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

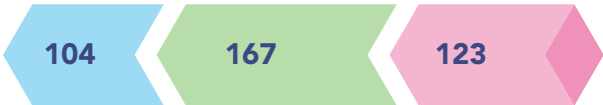
COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Aug17 Sep 17 Oct 17

SATISFACTION - Services

Reputation **Tracker** - October 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug	Oct	Sep	Aug
Local Schools		99%	89%	96%	3%	16%	22%	96%	73%	74%	-	5%	1%	-	4%	2%	1%	2%	1%
Social care or social work services		97%	95%	89%	38%	5%	27%	59%	90%	62%	-	3%	4%	3%	1%	8%	-	1%	-
Libraries		96%	98%	98%	9%	9%	26%	87%	89%	72%	4%	1%	1%	-	1%	-	-	-	-
Museums and Galleries		100%	92%	92%	20%	1%	20%	80%	91%	72%	-	5%	4%	-	3%	1%	-	-	1%
Parks and open places		93%	90%	97%	7%	7%	22%	86%	83%	75%	4%	3%	3%	3%	7%	1%	1%	1%	-
Leisure facilities		92%	86%	92%	3%	6%	18%	89%	80%	74%	4%	6%	2%	4%	8%	5%	-	1%	1%
Refuse collection		94%	85%	91%	33%	13%	23%	61%	72%	68%	3%	6%	4%	2%	7%	4%	1%	1%	1%
Street cleansing		89%	91%	83%	4%	8%	14%	85%	83%	69%	5%	4%	5%	4%	3%	8%	1%	1%	3%
The quality of customer services		98%	92%	91%	48%	11%	32%	50%	81%	59%	3%	4%	5%	-	3%	4%	-	1%	1%
Roads maintenance		42%	53%	49%	1%	3%	6%	41%	50%	43%	7%	9%	14%	35%	21%	28%	16%	17%	9%
Housing Provision		67%	70%	77%	1%	2%	8%	66%	68%	69%	4%	4%	4%	25%	19%	13%	4%	8%	6%