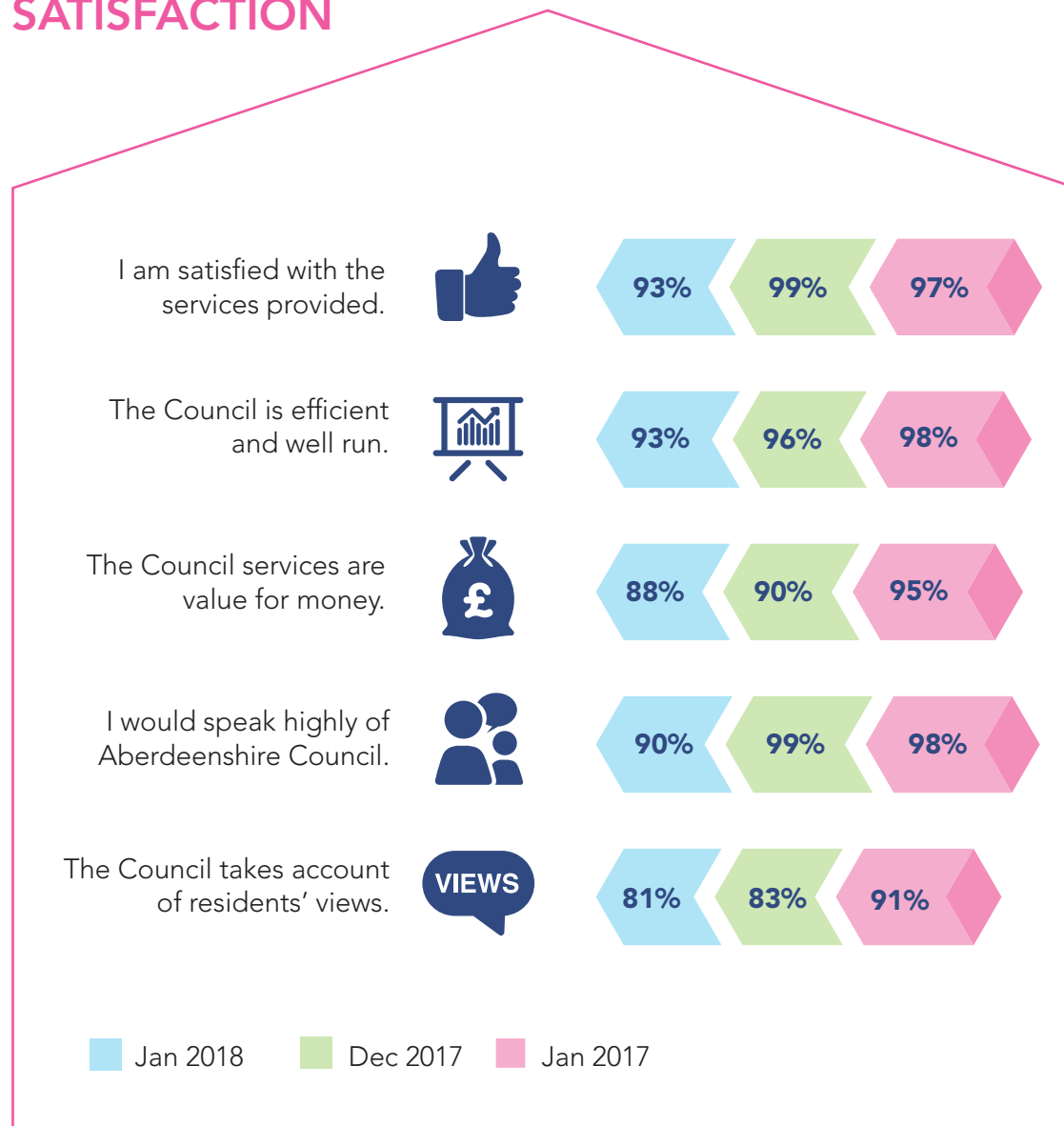
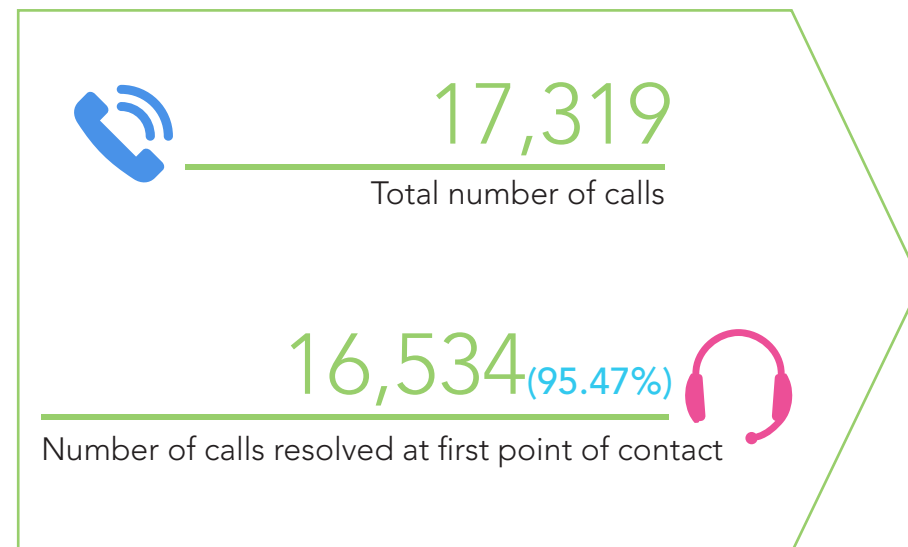




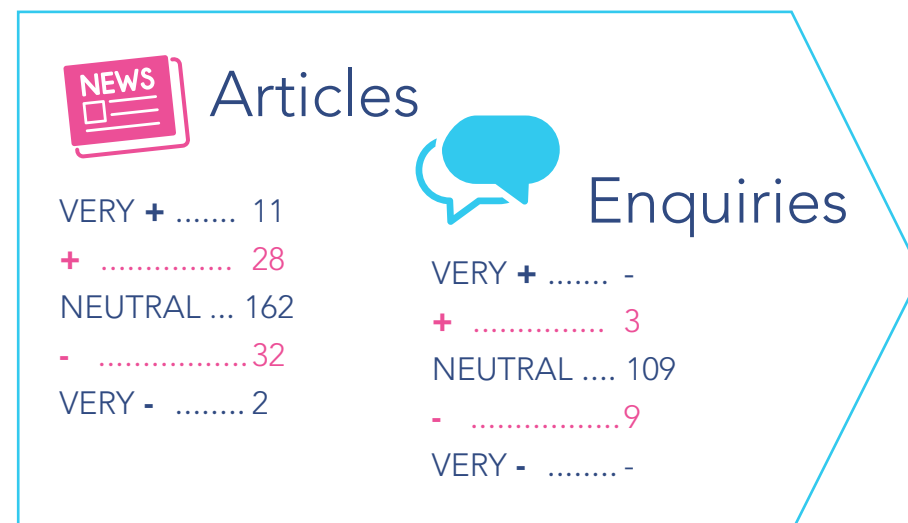
## SATISFACTION



## CUSTOMER CARE



## MEDIA COVERAGE



## FEEDBACK

### SOCIAL MEDIA

#### Top Posts **FACEBOOK**



##### 1 **SEEN BY 40,725**

With Christmas just a distant memory, most of us will have packed away all of our decorations for another year. Our Landscape Services team will be heading out to tidy up graveyards across Aberdeenshire from the beginning of next month...

##### 2 **SEEN BY 37,600**

Registrations for primary one in Aberdeenshire will open shortly. If your child's fifth birthday is between March 1 2018 and February 28 2019, you can register them in January 2018 to start attending school in August 2018...

##### 3 **SEEN BY 34,493**

If you come across potholes on any of our roads, please help us get to them quicker by reporting them. Please call the roads team on 03456 081205 or use our online reporting tool...



TWITTER in **JANUARY**

We **TWEETED 144** times from @aberdeenshire which made **28k Impressions\***

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

## COMPLAINTS/COMPLIMENTS

112

338

182

Complaints received.

49

53

45

Compliments received.

97

337

166

Complaints completed and closed.

61

295

108

Number of complaints resolved at level one.

36

82

58

Number of complaints resolved at level two.












Nov17

Dec 17

Jan 18

# SATISFACTION - Services

Reputation **Tracker** - January 2018

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov
Local Schools		96%	100%	95%	27%	29%	22%	69%	71%	73%	-	-	-	4%	-	5%	-	-	1%
Social care or social work services		95%	100%	84%	57%	81%	30%	38%	19%	54%	-	-	-	5%	-	8%	-	-	8%
Libraries		100%	100%	92%	62%	59%	34%	38%	41%	58%	-	-	2%	-	-	6%	-	-	-
Museums and Galleries		98%	100%	96%	39%	34%	19%	59%	66%	77%	-	-	-	2%	-	4%	-	-	-
Parks and open places		98%	96%	88%	8%	9%	18%	90%	87%	70%	-	1%	3%	3%	3%	9%	-	-	1%
Leisure facilities		93%	100%	91%	10%	30%	20%	83%	70%	71%	-	-	1%	4%	-	6%	3%	-	1%
Refuse collection		93%	100%	91%	63%	74%	39%	30%	26%	52%	1%	-	2%	6%	-	5%	1%	-	2%
Street cleansing		89%	93%	83%	8%	3%	18%	81%	90%	65%	6%	3%	3%	5%	3%	12%	1%	1%	1%
The quality of customer services		98%	100%	97%	72%	75%	44%	26%	25%	53%	-	-	1%	2%	-	2%	-	-	-
Roads maintenance		35%	30%	35%	3%	-	3%	32%	30%	32%	5%	2%	3%	50%	56%	43%	11%	12%	19%
Housing Provision		64%	45%	47%	5%	-	7%	59%	45%	40%	1%	-	-	32%	51%	44%	3%	4%	8%