

CUSTOMER CARE -

March -



Telephone Calls -

Calls Queued to Customer Services 17,339 -

Answered Call Volumes 15,290 -



Queries/Cases -

Total Queries 15,282 -

Queries solved at first point of contact 14,024 -

% of Queries solved at first point of contact (75% target) 91.8% -



Email -

Email Queries 2,197 -

% of email Queries solved at first point of contact 100% -

Webchat Queries 2,356 -

% of Webchat Queries solved at first point of contact 94.18% -

February -



Telephone Calls -

Calls Queued to Customer Services 13,857 -

Answered Call Volumes 12,201 -



Queries/Cases -

Total Queries 12,247 -

Queries solved at first point of contact 11,090 -

% of Queries solved at first point of contact (75% target) 90.55% -



Email -

Email Queries 2,050 -

% of email Queries solved at first point of contact 100% -

Webchat Queries 2,359 -

% of Webchat Queries solved at first point of contact 94.9% -

January -



Telephone Calls -

Calls Queued to Customer Services 14,230 -

Answered Call Volumes 11,618 -



Queries/Cases -

Total Queries 11,566 -

Queries solved at first point of contact 10,438 -

% of Queries solved at first point of contact (75% target) 90.25% -



Email -

Email Queries 2,377 -

% of email Queries solved at first point of contact 100% -

Webchat Queries 2,750 -

% of Webchat Queries solved at first point of contact 98% -

CUSTOMER CARE - SOCIAL MEDIA

-Top Posts FACEBOOK

1st - PEOPLE REACHED 107,708

The weekend is in sight, and the temptation is strong but please, stay home! For clarity, no you are not meant to travel far from home, even within a council area. However this point bears repeating. The guidance is all set out on the website listed here.

2nd - PEOPLE REACHED 48,298

We will be providing our seasonal garden waste points for the summer from Saturday, April 10 to October 30.

The sites at Aboyne and Ballater are now being operated on a half-day basis and the site at the transport museum in Alford will continue operating until the new recycling centre opens... (continued)

3rd - PEOPLE REACHED 32,269

Applications are now being accepted for the Education Maintenance Allowance (EMA).

It is an allowance of £30 per week, which can be paid to eligible students who stay on in education after the age of 16 years.

Your EMA is paid every two weeks during school term time and it is not paid during the holidays.

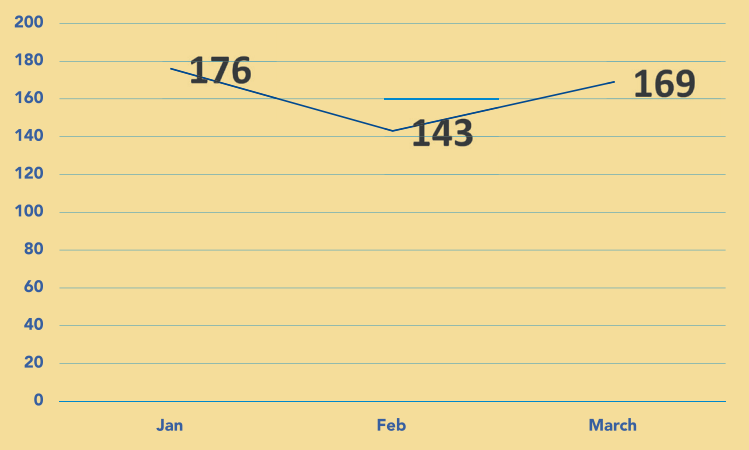
To apply and for information please visit: <http://www.bit.ly/39aw52F>

-TWITTER in FEBRUARY -

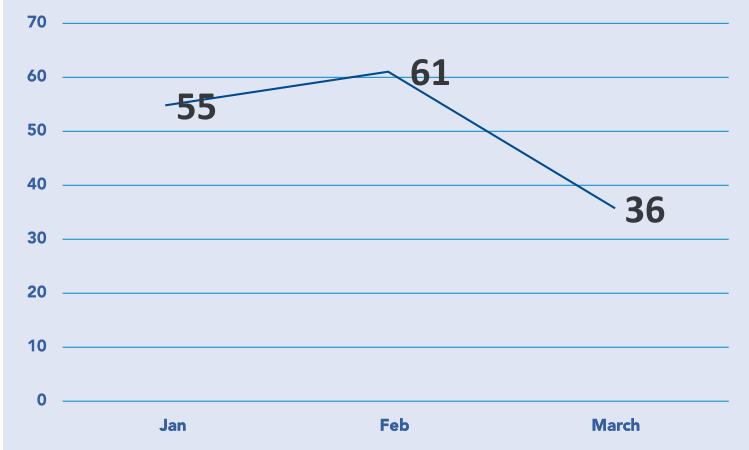


- **358,000 Impressions** on **91TWEETS** & **333 RETWEETS**
- **60** new **FOLLOWERS**
- **682** mentions
- **7,145** profile visits

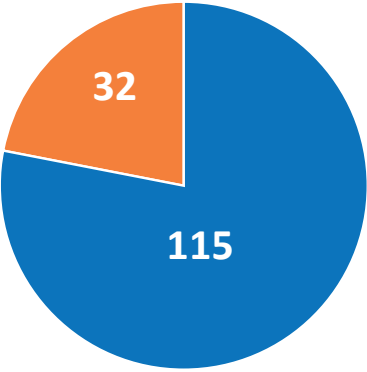
169 Complaints Received in March



36 Compliments Received in March



Complaints resolved at level one and two -



■ 115 complaints resolved at level one - ■ 32 complaints resolved at level two -