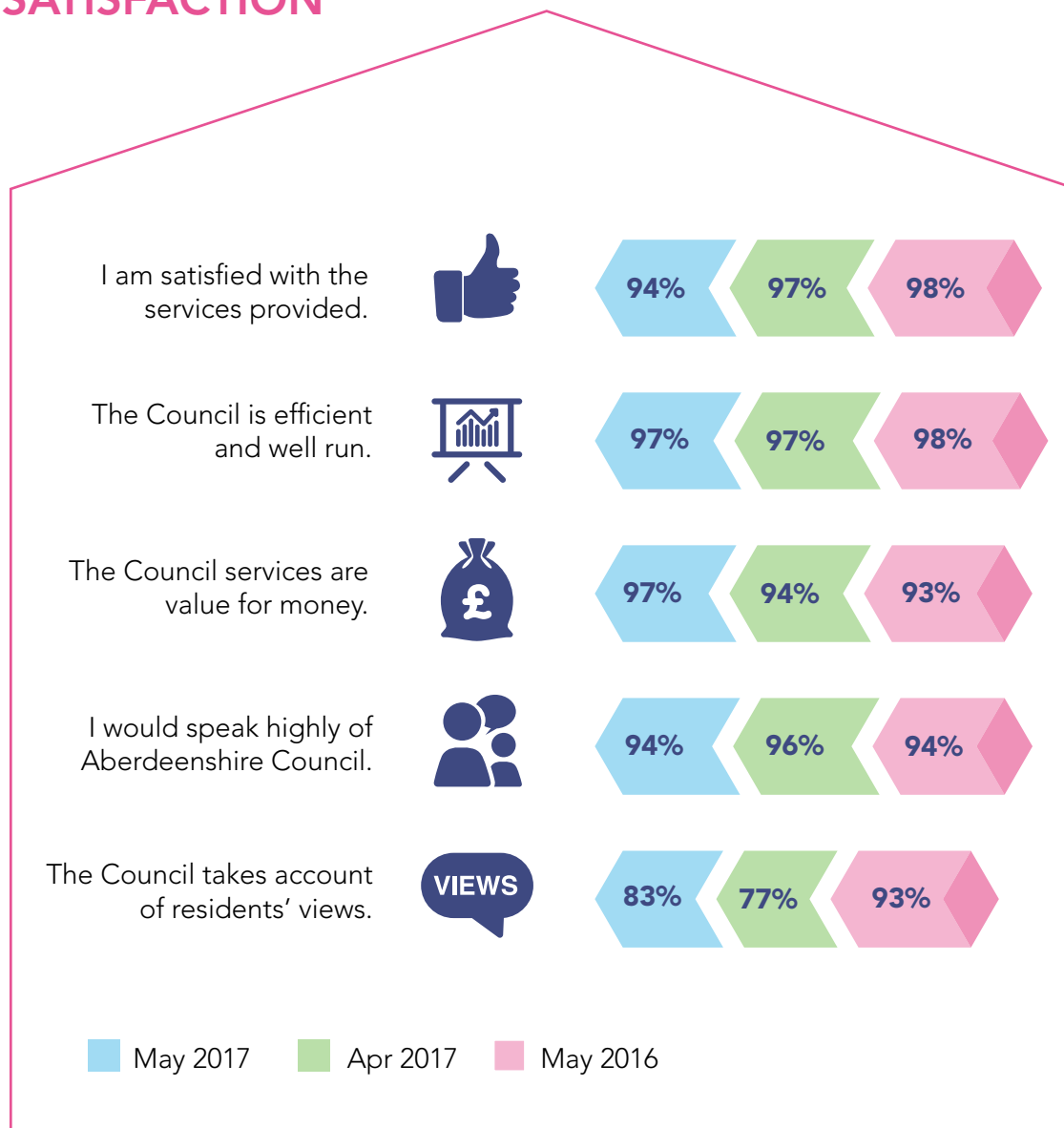
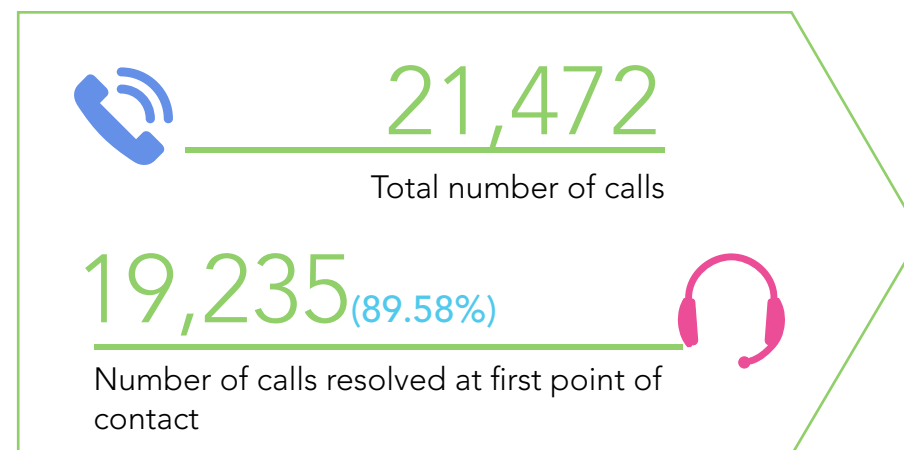


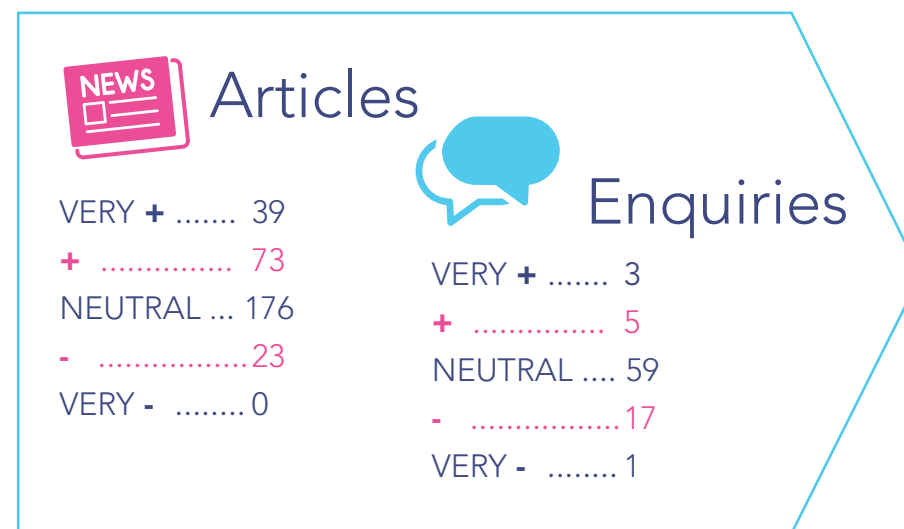
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

- 1

SEEN BY 68,279
We here at Aberdeenshire Council are great big, soppy romantics at heart, unfortunately our bridges are not!...
- 2

SEEN BY 67,683
Could you look after baby Tom? Tom is four months old and needs his carer(s) to offer him what every baby needs - an environment that is nurturing, safe, stimulating and responsive...
- 3

SEEN BY 30,369
Eight Aberdeenshire beaches have been recognised by Keep Scotland Beautiful for the high standards provided to users...



TWITTER in **MAY**

We **TWEETED 126** times from @aberdeenshire which made **481k 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.

Mar 17 Apr 17 May 17

SATISFACTION - Services

Reputation **Tracker** - May 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar
Local Schools		96%	94%	97%	10 %	9 %	16%	86%	85%	81%	4%	5%	3%	-	-	-	-	-	-
Social care or social work services		81%	95%	85%	20%	44%	15%	61%	51%	70%	15%	3%	11%	3%	3%	4%	-	-	-
Libraries		86%	95%	92%	13%	35%	9%	73%	60%	83%	12%	4%	8%	1%	1%	-	-	-	-
Museums and Galleries		94%	97%	94%	14%	13%	6%	80%	84%	88%	7%	3%	3%	-	-	3%	-	-	-
Parks and open places		85%	89%	79%	7%	9%	14%	78%	80%	65%	13%	8%	10%	1%	3%	11%	-	-	-
Leisure facilities		87%	92%	85%	21%	15%	13%	66%	77%	72%	13%	8%	7%	-	-	8%	-	-	-
Refuse collection		96%	94%	92%	21%	29%	20%	75%	65%	72%	5%	6%	8%	-	-	-	-	-	-
Street cleansing		81%	75%	72%	12%	10%	13%	69%	65%	59%	15%	22%	11%	3%	3%	18%	-	-	-
The quality of customer services		95%	97%	95%	32%	41%	21%	63%	56%	74%	5%	3%	4%	-	-	1%	-	-	1%
Roads maintenance		40%	38%	28%	2%	1%	-	38%	37%	28%	28%	25%	5%	26%	28%	49%	6%	9%	18%
Housing Provision		75%	63%	-	3%	-	-	72%	63%	-	13%	22%	-	12%	14%	-	-	1%	-