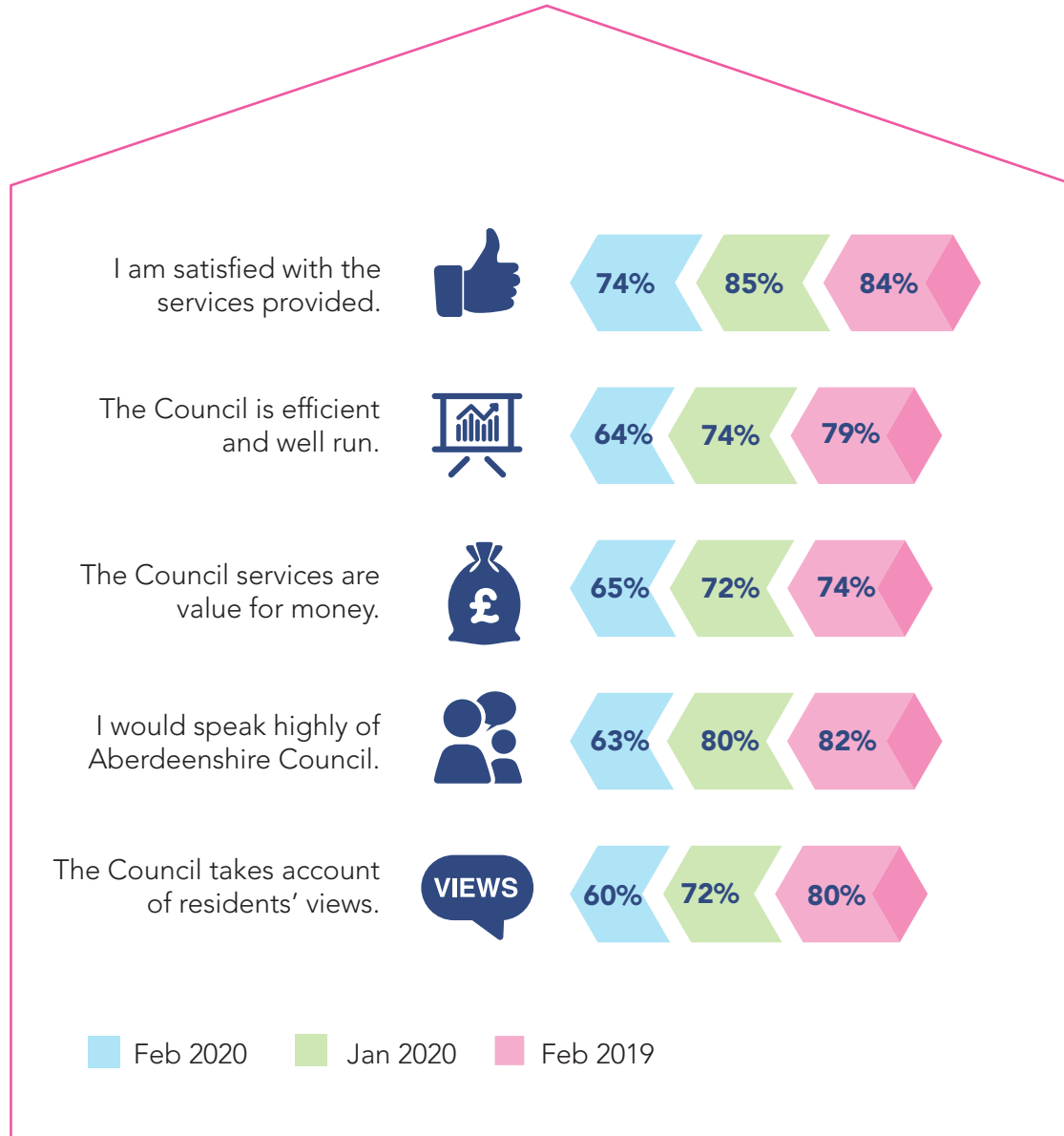





SATISFACTION






CUSTOMER CARE




February

 Total number of calls presented	21,935
 Total queries logged	11,281
 Queries solved at first point of contact	9,131 (80.94%)

January

 Total number of calls presented	22,317
 Total queries logged	11,146
 Queries solved at first point of contact	9,750 (87.84%)

December

 Total number of calls presented	17,584
 Calls answered	8,557
 Number of answered calls resolved at first point of contact	7,846 (91.69%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

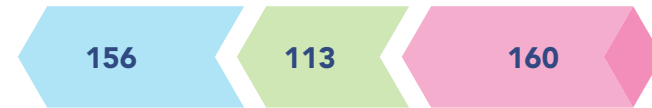
- 1 SEEN BY 26,976**
Aberdeenshire Council has agreed to increase Council Tax for 2020/21 by 4.84%.
This means an average Band D household will pay £1,300 in Council Tax - an extra £5 per month or £1.15 a week compared to last year.....
- 2 SEEN BY 21,247**
The Met Office is advising communities that further snow showers are likely across western Scotland on Wednesday morning.....
- 3 SEEN BY 18,938**
Aberdeenshire Council has, on behalf of the Peterhead Development Partnership, formally accepted a tender for eagerly-anticipated enhancement works in the heart of Peterhead.....



TWITTER in **FEBRUARY**

- **238,200 Impressions** on **66 TWEETS**
- **49 new FOLLOWERS**
- **719 mentions**
- **2748 profile visits**
- **141 RETWEETS**

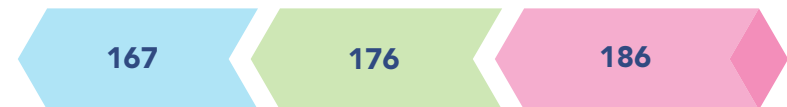
COMPLAINTS/COMPLIMENTS



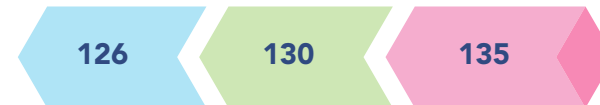
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ Feb 20 ■ Jan 20 ■ Dec 19

SATISFACTION - Services

Reputation Tracker - February 2020

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Feb	Jan	Dec	Feb	Jan	Dec	Feb	Jan	Dec	Feb	Jan	Dec	Feb	Jan	Dec	Feb	Jan	Dec
Local Schools		80%	90%	88%	21%	13%	40%	59%	77%	48%	4%	4%	3%	14%	4%	6%	1%	1%	3%
Social care or social work services		77%	54%	80%	19%	16%	31%	58%	38%	49%	5%	11%	-	15%	24%	6%	3%	11%	14%
Libraries		91%	91%	95%	18%	45%	36%	73%	46%	59%	1%	-	1%	7%	7%	3%	-	1%	1%
Museums and Galleries		95%	95%	94%	14%	21%	27%	81%	74%	67%	2%	1%	-	4%	1%	2%	-	3%	5%
Parks and open places		76%	84%	88%	9%	16%	25%	67%	68%	63%	6%	1%	2%	16%	14%	7%	2%	-	3%
Leisure facilities		90%	89%	86%	15%	27%	31%	75%	62%	55%	-	1%	1%	8%	6%	10%	2%	4%	3%
Refuse collection		75%	70%	78%	11%	20%	24%	64%	50%	54%	5%	1%	5%	15%	25%	11%	5%	5%	6%
Street cleansing		72%	74%	87%	8%	9%	19%	64%	65%	68%	8%	4%	1%	17%	13%	7%	3%	9%	4%
The quality of customer services		86%	71%	83%	23%	19%	25%	63%	52%	58%	3%	1%	1%	8%	25%	12%	3%	4%	4%
Roads maintenance		24%	27%	45%	2%	1%	6%	25%	26%	39%	1%	4%	6%	41%	40%	16%	31%	29%	33%
Housing Provision		44%	62%	72%	5%	3%	13%	39%	59%	59%	3%	2%	2%	31%	26%	18%	23%	9%	8%