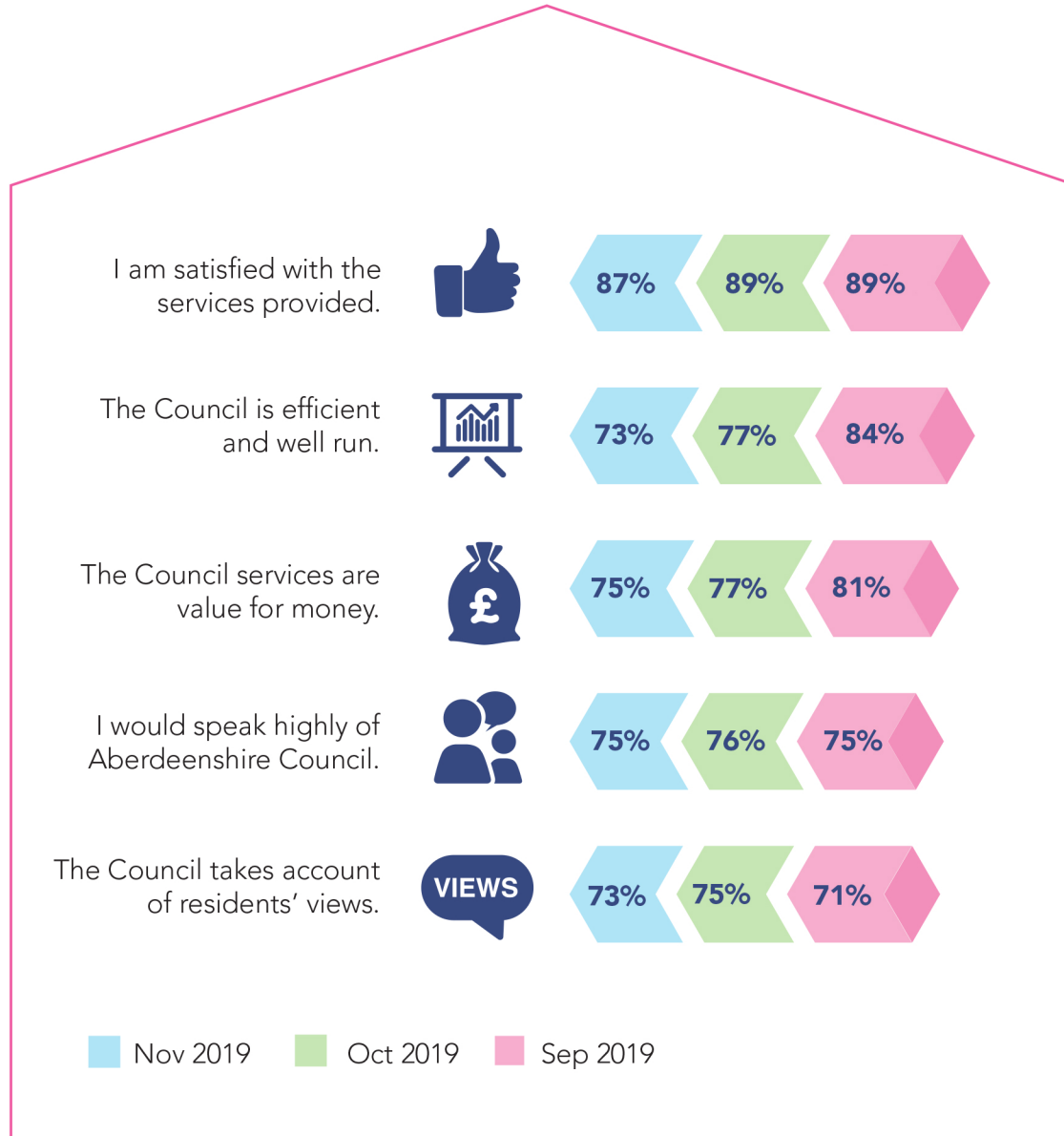





SATISFACTION






CUSTOMER CARE




November

	Total number of calls presented	23,302
	Total queries logged	9,982
	Queries solved at first point of contact	9,016 (92.15%)

October

	Total number of calls presented	24,409
	Total queries logged	10,812
	Queries solved at first point of contact	9,694 (89.6%)

September

	Total number of calls presented	21,885
	Calls answered	9,468
	Number of answered calls resolved at first point of contact	8,616 (91%)

FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 74,157**

Aberdeenshire Council has announced its festive household refuse collections. Collections due on Wednesday, December 25 will now be collected on Friday, December 27 followed by....

2 **SEEN BY 28,623**

After much anticipation, judges have announced the winning names of Aberdeenshire Council's fleet of main gritters. At the end of October, the council launched a competition for pupils and staff at Aberdeenshire's 152 schools to name the region's 32 main gritters...

3 **SEEN BY 25,834**

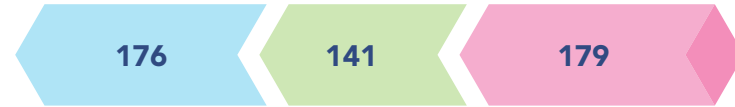
The weather is predicted to become increasingly wintry this evening with road surface temperatures falling widely below zero with patchy ice and frost forecast.....



TWITTER in **NOVEMBER**

- **316,700 Impressions** on **89 TWEETS**
- **45** new **FOLLOWERS**
- **753** mentions
- **4879** profile visits
- **268 RETWEETS**

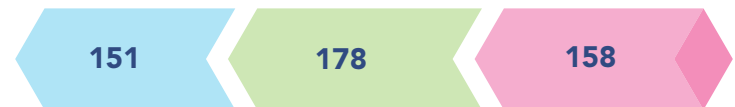
COMPLAINTS/COMPLIMENTS



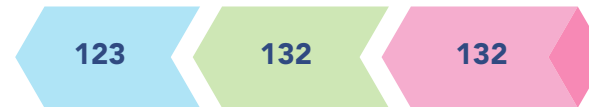
Complaints received.



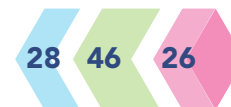
Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ Nov 19 ■ Oct 19 ■ Sep 19

SATISFACTION - Services

Reputation Tracker - November 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep	Nov	Oct	Sep
Local Schools		86%	96%	95%	22%	50%	68%	64%	41%	28%	2%	-	1%	10%	8%	3%	1%	1%	1%
Social care or social work services		86%	92%	94%	26%	54%	69%	60%	38%	23%	2%	1%	2%	4%	6%	3%	9%	1%	2%
Libraries		88%	100%	93%	34%	62%	74%	54%	36%	26%	3%	-	-	5%	2%	-	4%	-	-
Museums and Galleries		84%	98%	97%	36%	51%	69%	48%	43%	29%	5%	3%	-	11%	4%	-	-	-	1%
Parks and open places		88%	93%	93%	16%	43%	60%	72%	42%	33%	3%	1%	1%	8%	14%	4%	1%	-	1%
Leisure facilities		90%	93%	77%	14%	44%	62%	76%	46%	31%	3%	3%	1%	6%	5%	4%	1%	2%	2%
Refuse collection		79%	92%	81%	13%	42%	63%	66%	37%	29%	1%	3%	1%	15%	16%	3%	5%	1%	4%
Street cleansing		72%	93%	87%	16%	39%	59%	56%	45%	34%	9%	4%	-	15%	11%	5%	5%	1%	2%
The quality of customer services		87%	89%	97%	16%	56%	62%	71%	38%	27%	2%	1%	2%	4%	5%	6%	6%	-	3%
Roads maintenance		31%	41%	33%	1%	18%	1%	30%	22%	40%	2%	2%	3%	32%	43%	38%	36%	14%	18%
Housing Provision		61%	84%	64%	3%	41%	53%	58%	35%	31%	-	-	2%	22%	18%	4%	18%	5%	10%