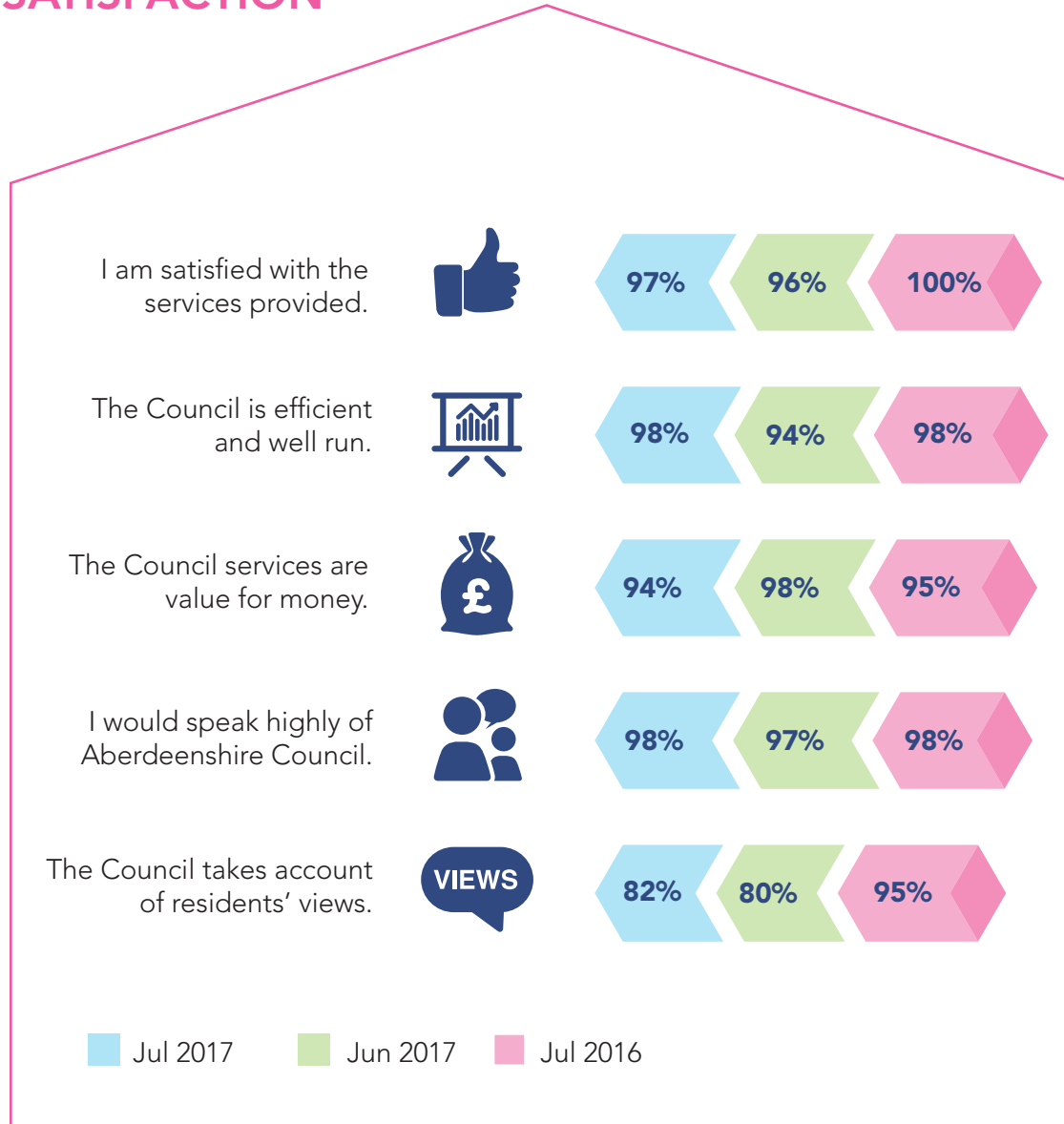
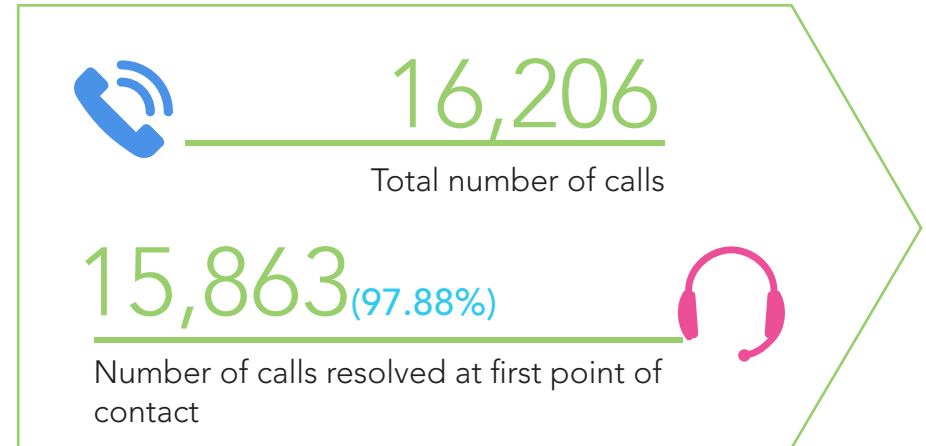


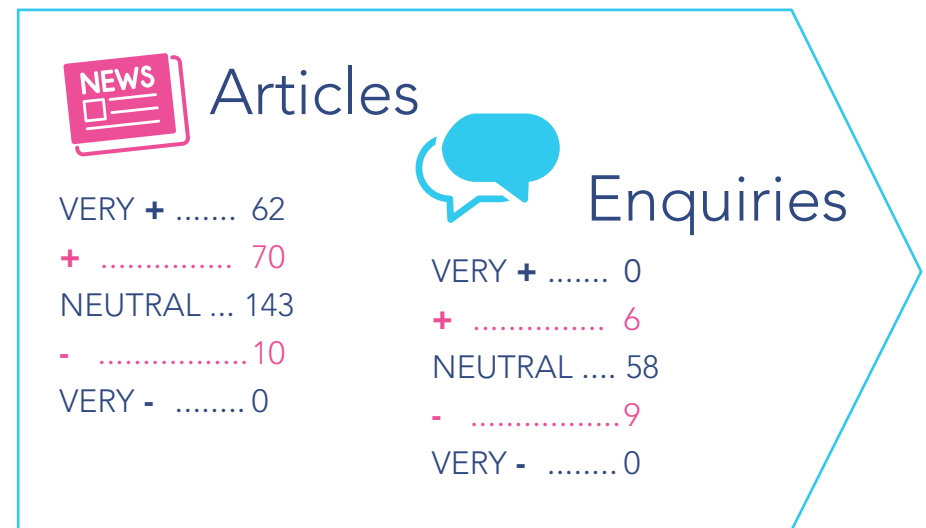
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

- 1 SEEN BY 41,452**
BEAR Scotland will be performing essential maintenance works on the A90 between the north and south Ellon roundabouts. This will mean that the A90 at Ellon will be closed...
- 2 SEEN BY 37,740**
We're just over halfway through July and our Invasion exhibition in Peterhead is going down in a treat! The free exhibition brings together props and costumes from some of the world's most iconic sci-fi films and shows...
- 3 SEEN BY 33,814**
We have a fantastic opportunity to own your own affordable home...

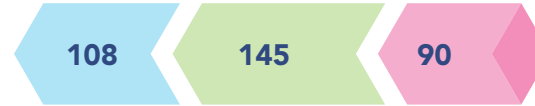


TWITTER in **MAY**

We **TWEETED 147** times from @aberdeenshire which made **125.9k Impressions***

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

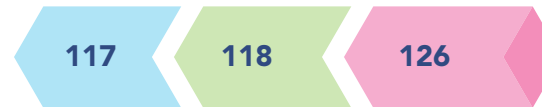
COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ May17 ■ Jun 17 ■ Jul 17

SATISFACTION - Services

Reputation Tracker - July 2017

	OVERALL SATISFACTION	VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED				
		Jul	Jun	May	Jul	Jun	May	Jul	Jun	May	Jul	Jun	May	Jul	Jun	May		
Local Schools 	100%	97%	96%	8%	5%	10%	92%	92%	86%	-	1%	4%	-	2%	-	-	-	-
Social care or social work services 	95%	95%	81%	28%	30%	20%	67%	65%	61%	2%	6%	15%	4%	-	3%	-	-	-
Libraries 	96%	96%	86%	3%	11%	13%	93%	85%	73%	4%	2%	12%	-	2%	1%	-	-	-
Museums and Galleries 	99%	97%	94%	10%	17%	14%	89%	80%	80%	1%	2%	7%	-	-	-	-	-	-
Parks and open places 	90%	94%	85%	9%	13%	7%	81%	81%	78%	9%	3%	13%	1%	3%	1%	-	-	-
Leisure facilities 	97%	96%	87%	19%	12%	21%	78%	84%	66%	3%	3%	13%	1%	1%	-	-	-	-
Refuse collection 	97%	98%	96%	18%	21%	21%	79%	77%	75%	1%	1%	5%	2%	1%	-	-	-	-
Street cleansing 	87%	92%	81%	8%	9%	12%	79%	83%	69%	11%	4%	15%	1%	3%	3%	-	-	-
The quality of customer services 	100%	100%	95%	33%	30%	32%	67%	70%	63%	-	-	5%	-	-	-	-	-	-
Roads maintenance 	57%	61%	40%	2%	2%	2%	55%	59%	38%	7%	7%	28%	29%	27%	26%	7%	5%	6%
Housing Provision 	85%	88%	75%	1%	-	3%	84%	88%	72%	4%	-	13%	9%	12%	12%	1%	-	-