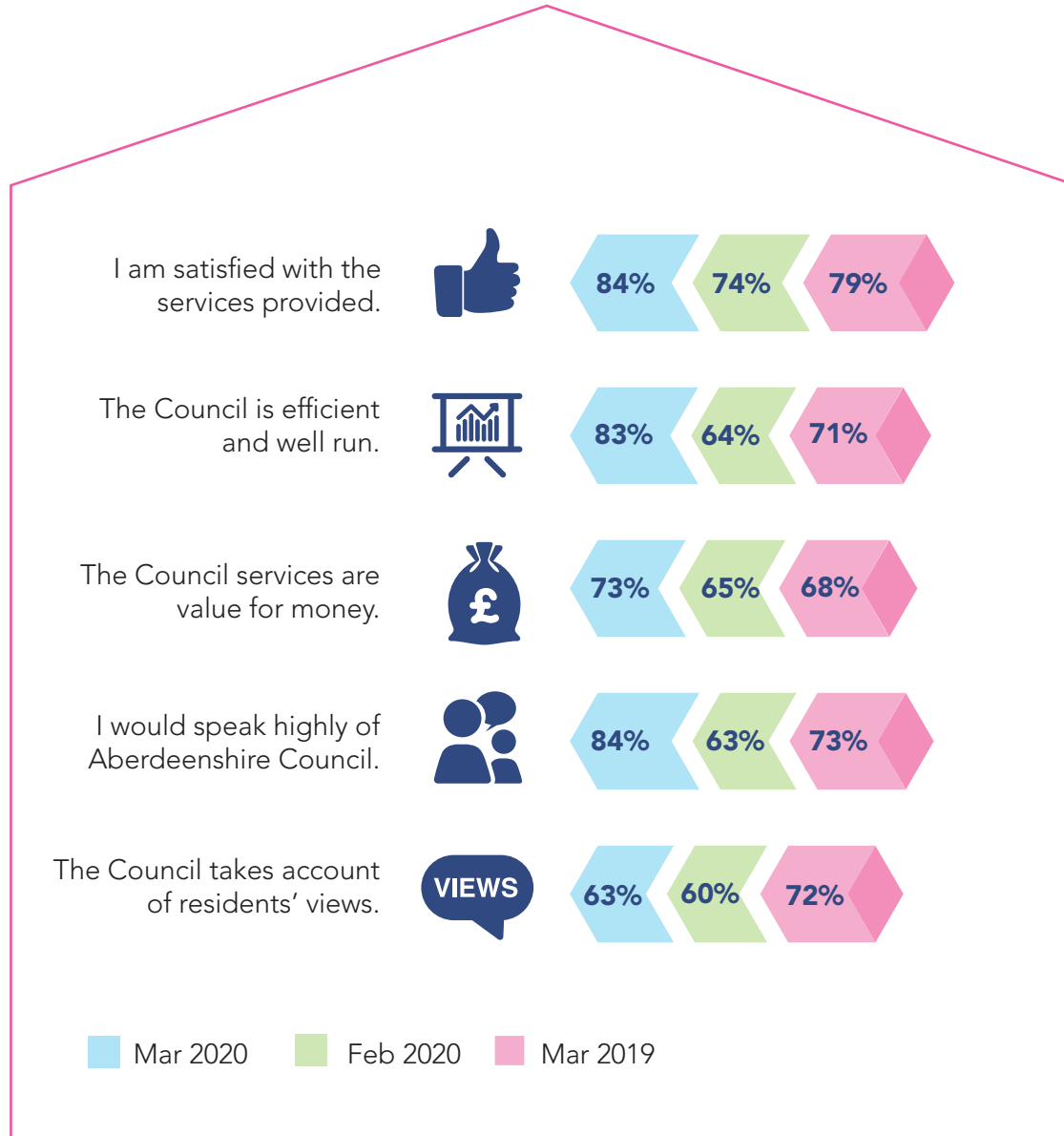
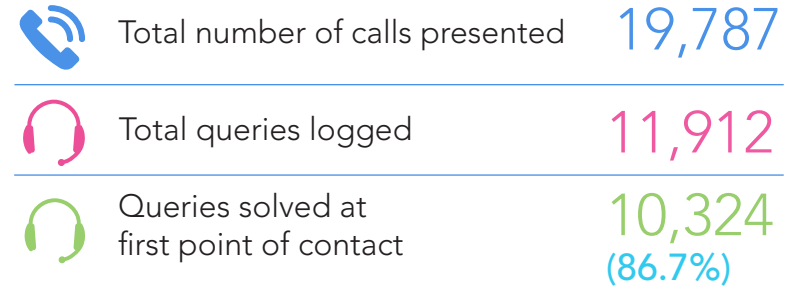


SATISFACTION

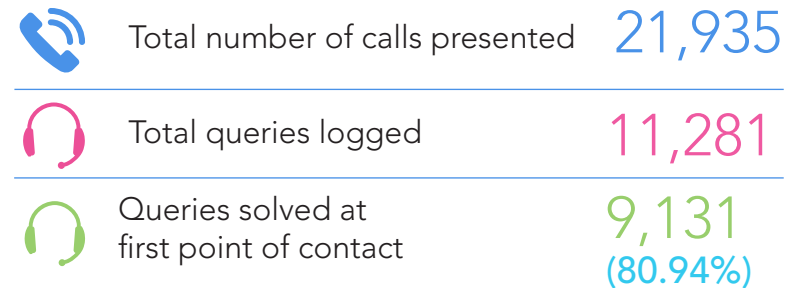


CUSTOMER CARE

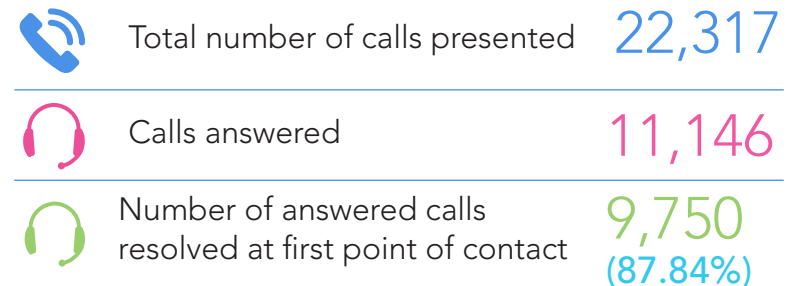
March



February



January



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

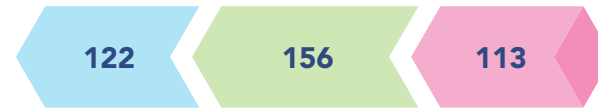
- 1 SEEN BY 115,733**
Aberdeenshire Council has suspended charges at all its pay and display car-parks as a result of the current Covid-19 (Coronavirus) emergency. The special announcement was made during adoption of the council's budget for 2020/21 on Wednesday (March 18)...
- 2 SEEN BY 84,466**
Are you REALLY a key worker?
There are very limited places available at the schools which will be open on Monday (23.3.20) and we MUST ensure that the all the available places go to the children of those on the front-line.
This is not 'business as usual' and we will be issuing further guidance on keyworkers as soon as we can...
- 3 SEEN BY 18,938**
Reach out for help and support.
Today a new coronavirus phone line and website goes live, one single point of information and help for people anywhere Aberdeen, Aberdeenshire and Moray. The #GrampianAssistanceHub is there to provide advice for anyone, no matter where they live or what they need. Head to the website www.GCAH.org.uk or call 0808 196 3384 (8am-8pm 7 days).



TWITTER in **MARCH**

- **341,700 Impressions** on **66 TWEETS**
- **269** new **FOLLOWERS**
- **1041** mentions
- **8232** profile visits
- **765 RETWEETS**

COMPLAINTS/COMPLIMENTS



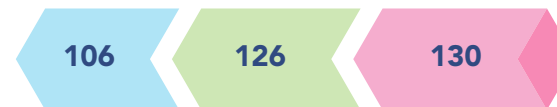
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ Mar 20 ■ Feb 20 ■ Jan 20

SATISFACTION - Services

Reputation Tracker - March 2020

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan	Mar	Feb	Jan
Local Schools		89%	80%	90%	20%	21%	13%	69%	59%	77%	6%	4%	4%	4%	14%	4%	1%	1%	1%
Social care or social work services		100%	77%	54%	21%	19%	16%	79%	58%	38%	-	5%	11%	-	15%	24%	-	3%	11%
Libraries		100%	91%	91%	28%	18%	45%	72%	73%	46%	-	1%	-	-	7%	7%	-	-	1%
Museums and Galleries		94%	95%	95%	27%	14%	21%	67%	81%	74%	2%	2%	1%	2%	4%	1%	1%	-	3%
Parks and open places		85%	76%	84%	12%	9%	16%	73%	67%	68%	6%	6%	1%	10%	16%	14%	-	2%	-
Leisure facilities		89%	90%	89%	10%	15%	27%	79%	75%	62%	2%	-	1%	8%	8%	6%	1%	2%	4%
Refuse collection		79%	75%	70%	16%	11%	20%	63%	64%	50%	4%	5%	1%	16%	15%	25%	1%	5%	5%
Street cleansing		76%	72%	74%	11%	8%	9%	65%	64%	65%	3%	8%	4%	20%	17%	13%	1%	3%	9%
The quality of customer services		88%	86%	71%	26%	23%	19%	62%	63%	52%	5%	3%	1%	6%	8%	25%	-	3%	4%
Roads maintenance		33%	24%	27%	3%	2%	1%	30%	25%	26%	5%	1%	4%	39%	41%	40%	22%	31%	29%
Housing Provision		61%	44%	62%	7%	5%	3%	54%	39%	59%	7%	3%	2%	27%	31%	26%	5%	23%	9%