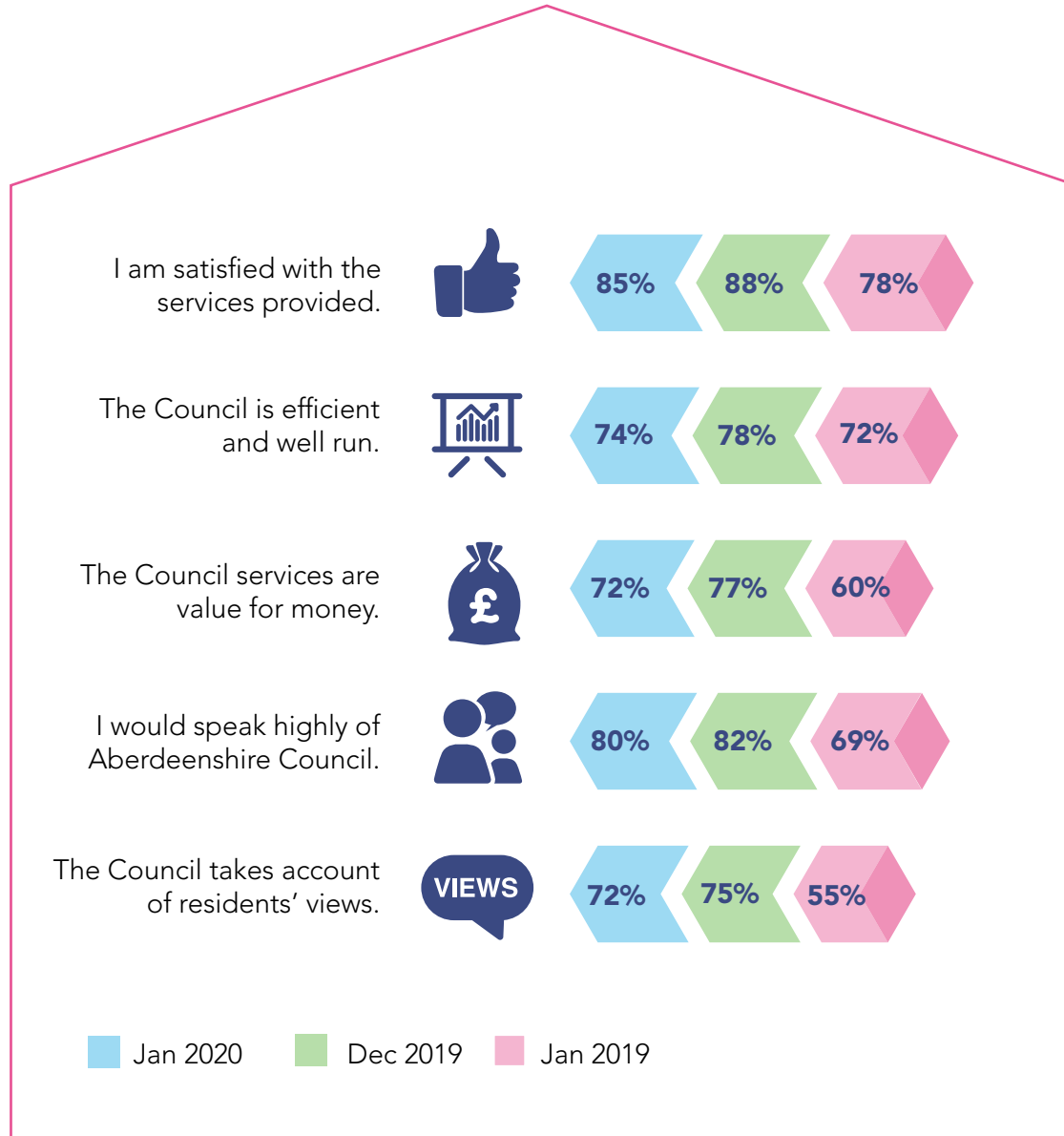





## SATISFACTION






## CUSTOMER CARE




### 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
 Total queries logged	8,557
 Queries solved at first point of contact	7,846 (91.69%)

### November

 Total number of calls presented	23,302
 Calls answered	9,982
 Number of answered calls resolved at first point of contact	9,016 (92.15%)

# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**

- 1 SEEN BY 57,745**  
A survey seeking views on future library provision in communities around Aberdeenshire is now live.  
As part of the Council's budget-setting process, savings were identified for the library service and the possibility of the closure of some facilities in smaller villages was outlined... (continued)
- 2 SEEN BY 33,670**  
We are taking this opportunity to remind you that we will start to remove Christmas wreaths from our burial grounds from next week. If you have laid a wreath or floral tribute for a loved one over the festive period and would like to retain any of the tributes please remember to remove them at your earliest convenience. Thank you for your assistance. If you have any questions please call our Landscape Services team on 03456 08 12 05...
- 3 SEEN BY 27,717**  
The online application form for you to apply for funded early learning and childcare places is now open!  
The online applications process will be open from Monday 20 to Friday 31 January 2020.  
From August 2020, all children aged three and four will be eligible to receive up to a maximum of 1140 hours of funded early learning and childcare per year, from the term after their 3rd birthday. This equates to up to 30 hours per week during term-time or less if spread across the year... (continued)



### TWITTER in **JANUARY**

- **282,200 Impressions** on **66 TWEETS**
- **51 new FOLLOWERS**
- **718 mentions**
- **4275 profile visits**
- **273 RETWEETS**

# COMPLAINTS/COMPLIMENTS



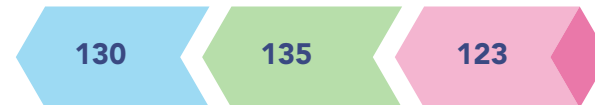
Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

Jan 20   Dec 19   Nov 19

# SATISFACTION - Services

Reputation Tracker - January 2020

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov	Jan	Dec	Nov
Local Schools		90%	88%	86%	13%	40%	22%	77%	48%	64%	4%	3%	2%	4%	6%	10%	1%	3%	1%
Social care or social work services		54%	80%	86%	16%	31%	26%	38%	49%	60%	11%	-	2%	24%	6%	4%	11%	14%	9%
Libraries		91%	95%	88%	45%	36%	34%	46%	59%	54%	-	1%	3%	7%	3%	5%	1%	1%	4%
Museums and Galleries		95%	94%	84%	21%	27%	36%	74%	67%	48%	1%	-	5%	1%	2%	11%	3%	5%	-
Parks and open places		84%	88%	88%	16%	25%	16%	68%	63%	72%	1%	2%	3%	14%	7%	8%	-	3%	1%
Leisure facilities		89%	86%	90%	27%	31%	14%	62%	55%	76%	1%	1%	3%	6%	10%	6%	4%	3%	1%
Refuse collection		70%	78%	79%	20%	24%	13%	50%	54%	66%	1%	5%	1%	25%	11%	15%	5%	6%	5%
Street cleansing		74%	87%	72%	9%	19%	16%	65%	68%	56%	4%	1%	9%	13%	7%	15%	9%	4%	5%
The quality of customer services		71%	83%	87%	19%	25%	16%	52%	58%	71%	1%	1%	2%	25%	12%	4%	4%	4%	6%
Roads maintenance		27%	45%	31%	1%	6%	1%	26%	39%	30%	4%	6%	2%	40%	16%	32%	29%	33%	36%
Housing Provision		62%	72%	61%	3%	13%	3%	59%	59%	58%	2%	2%	-	26%	18%	22%	9%	8%	18%