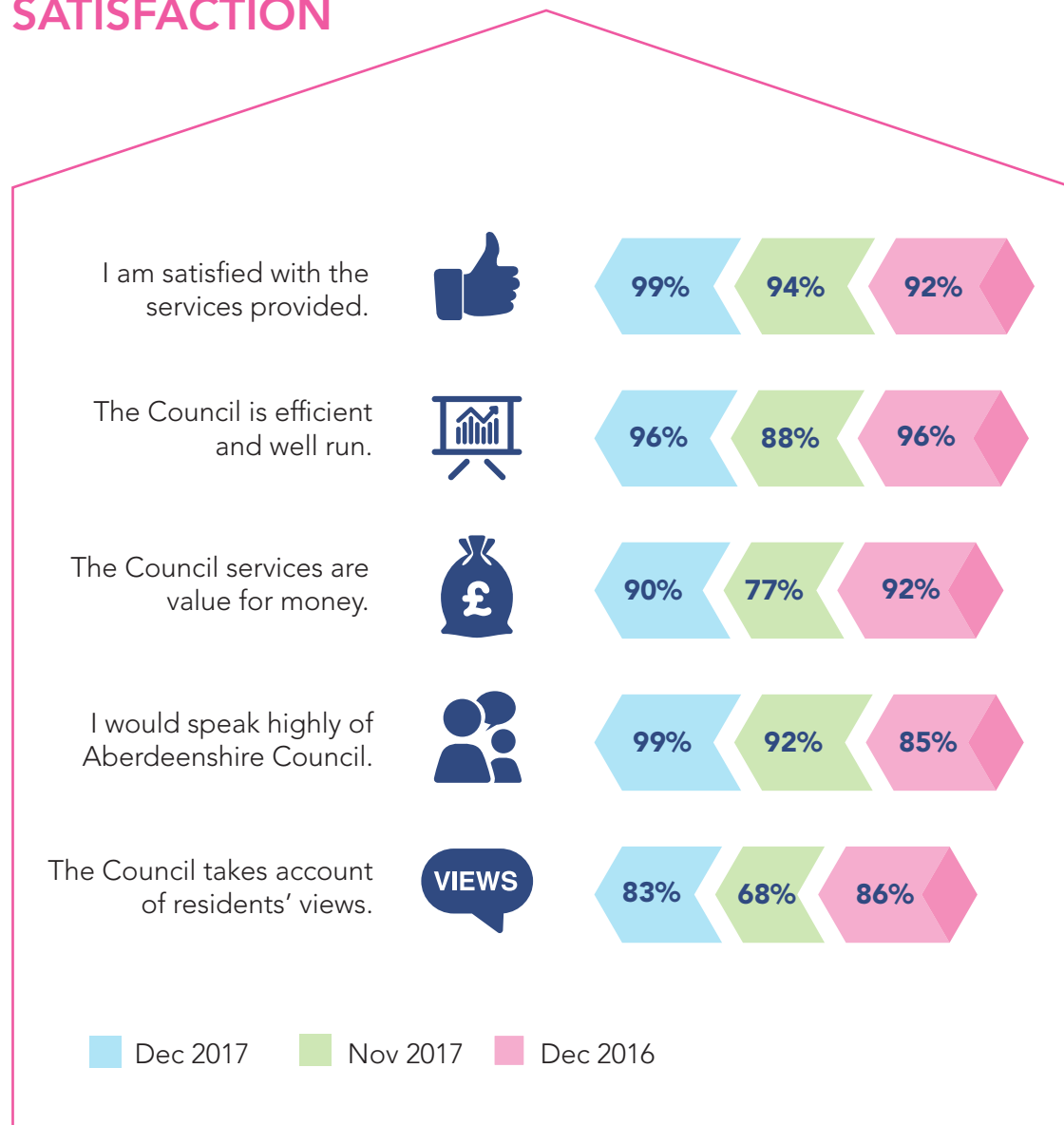
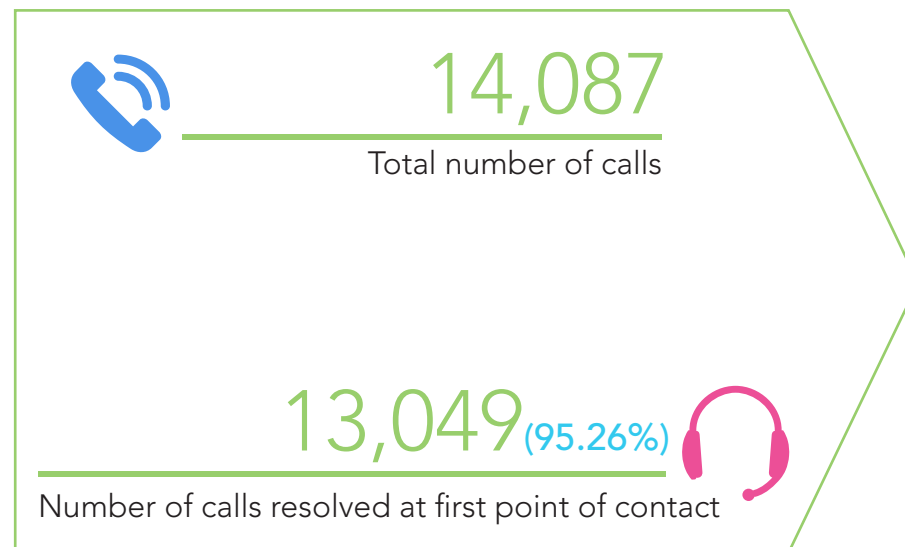


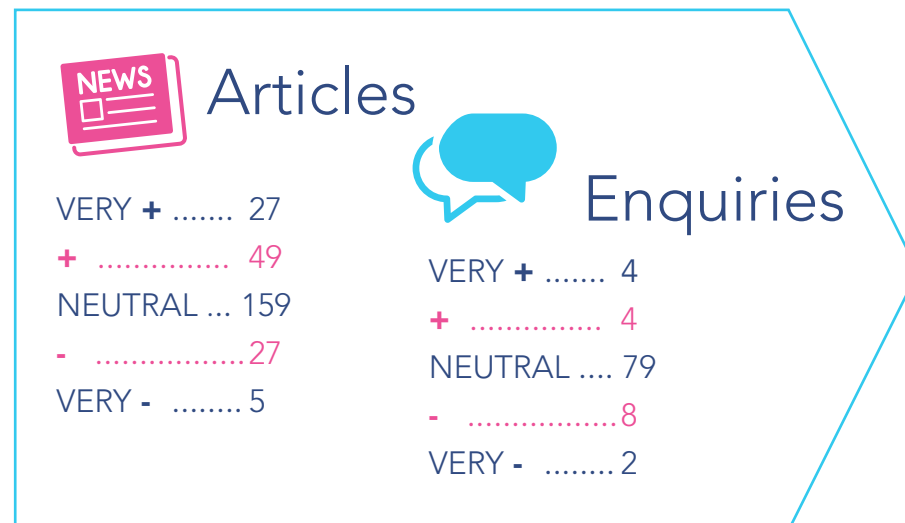
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**



1 **SEEN BY 38,748**

While our Roads team will be working round the clock to make travel possible throughout the winter, could you help in your local community? We have 1400 grit bins located across Aberdeenshire to allow residents to help themselves. If you feel your area would benefit from one....

2 **SEEN BY 25,837**

Did you know that you can go online to request to have your grit bin filled up? Go to this page ...

3 **SEEN BY 24,780**

Our lovely, hardworking, gritter drivers were out in force this morning. More than 150 people manned 100 vehicles across the Shire to spread that grit to keep the traffic moving...



TWITTER in **DECEMBER**

We **TWEETED 109** times from @aberdeenshire which made **307k Impressions***

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

COMPLAINTS/COMPLIMENTS

114

112

338

Complaints received.

35

49

53

Compliments received.

123

97

337

Complaints completed and closed.

76

61

295

Number of complaints resolved at level one.

47

36

82

Number of complaints resolved at level two.



Oct17














Nov 17



Dec 17

SATISFACTION - Services

Reputation **Tracker** - December 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct	Dec	Nov	Oct
Local Schools		100%	95%	99%	29%	22%	3%	71%	73%	96%	-	-	-	-	5%	-	-	1%	1%
Social care or social work services		100%	84%	97%	81%	30%	38%	19%	54%	59%	-	-	-	-	8%	3%	-	8%	-
Libraries		100%	92%	96%	59%	34%	9%	41%	58%	87%	-	2%	4%	-	6%	-	-	-	-
Museums and Galleries		100%	96%	100%	34%	19%	20%	66%	77%	80%	-	-	-	-	4%	-	-	-	-
Parks and open places		96%	88%	93%	9%	18%	7%	87%	70%	86%	1%	3%	4%	3%	9%	3%	-	1%	1%
Leisure facilities		100%	91%	92%	30%	20%	3%	70%	71%	89%	-	1%	4%	-	6%	4%	-	1%	-
Refuse collection		100%	91%	94%	74%	39%	33%	26%	52%	61%	-	2%	3%	-	5%	2%	-	2%	1%
Street cleansing		93%	83%	89%	3%	18%	4%	90%	65%	85%	3%	3%	5%	3%	12%	4%	1%	1%	1%
The quality of customer services		100%	97%	98%	75%	44%	48%	25%	53%	50%	-	1%	3%	-	2%	-	-	-	-
Roads maintenance		30%	35%	42%	-	3%	1%	30%	32%	41%	2%	3%	7%	56%	43%	35%	12%	19%	16%
Housing Provision		45%	47%	67%	-	7%	1%	45%	40%	66%	-	-	4%	51%	44%	25%	4%	8%	4%