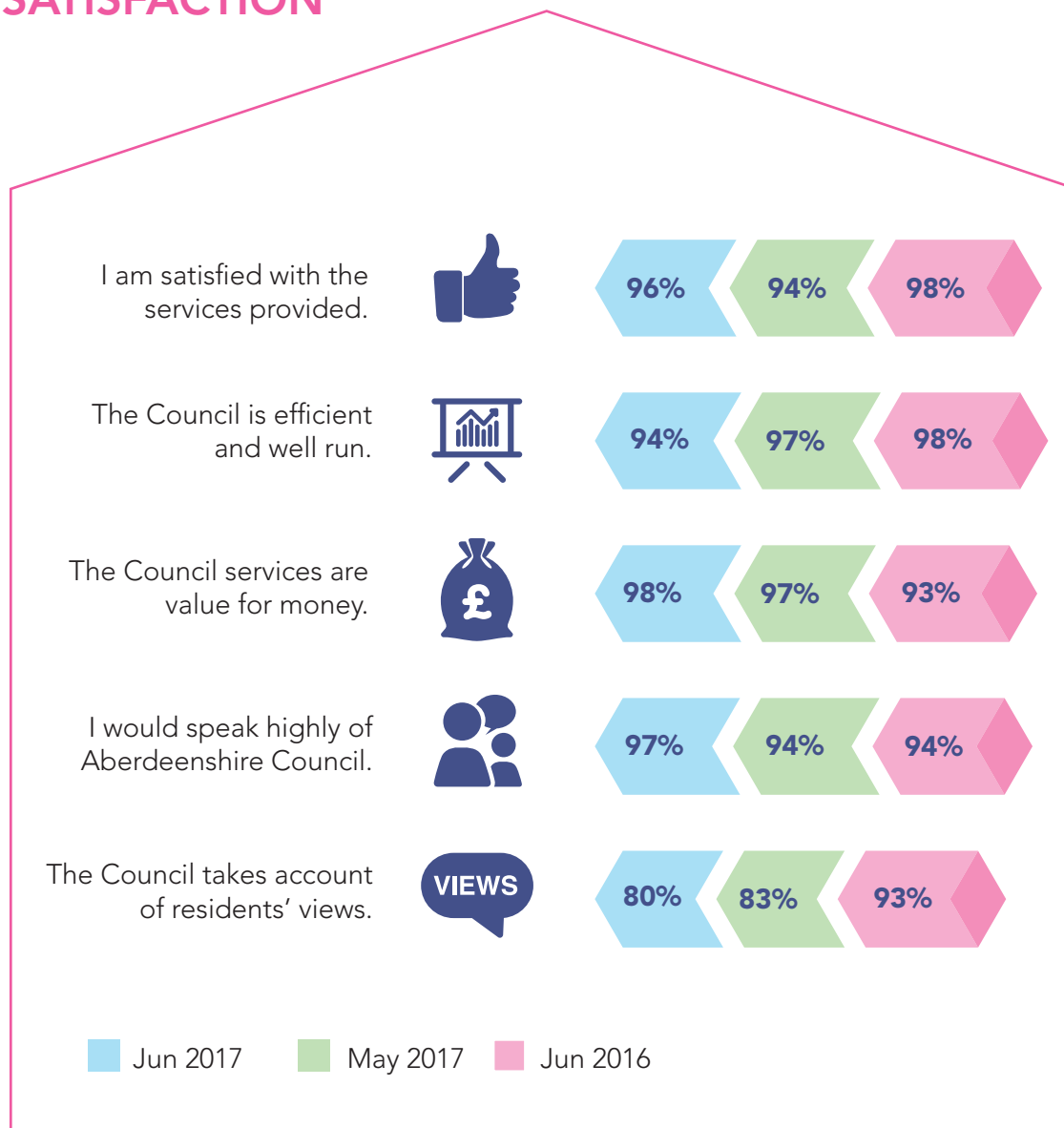
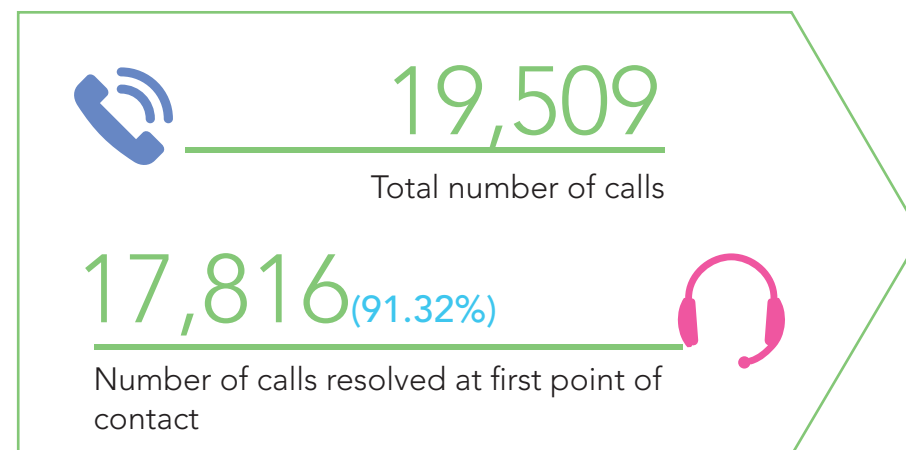


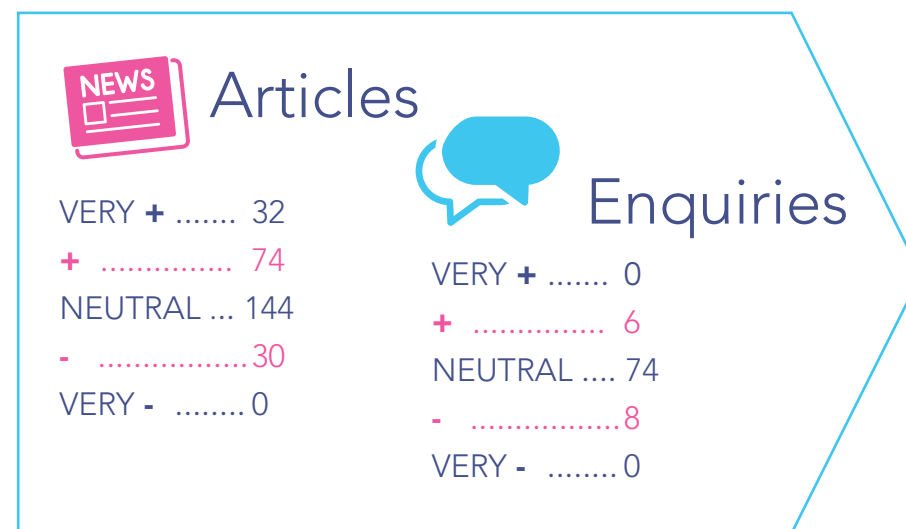
## SATISFACTION



## CUSTOMER CARE



## MEDIA COVERAGE



# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**

- 1

**SEEN BY 36,648**  
It's the first day of the school holidays tomorrow and Peterhead is ready to open its doors to some unusual visitors who will be staying over the next month! Here's a sneak peek...
- 2

**SEEN BY 29,081**  
A long time ago, in a galaxy not so far away, the Invasion exhibition at Arbuthnot Museum in Peterhead opened!...
- 3

**SEEN BY 26,862**  
Have you ever wanted to come face-to-face with the creature from Alien? Then prepare to be enthralled with a new out-of-this-world exhibition coming to Aberdeenshire next month...



### TWITTER in **MAY**

We **TWEETED 242** times from @aberdeenshire which made **195k 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.

 Apr 17    May 17    Jun 17

# SATISFACTION - Services

Reputation **Tracker** - June 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Jun	May	Apr	Jun	May	Apr	Jun	May	Apr	Jun	May	Apr	Jun	May	Apr	Jun	May	Apr
Local Schools		97%	96%	94%	5%	10%	9%	92%	86%	85%	1%	4%	5%	2%	-	-	-	-	-
Social care or social work services		95%	81%	95%	30%	20%	44%	65%	61%	51%	6%	15%	3%	-	3%	3%	-	-	-
Libraries		96%	86%	95%	11%	13%	35%	85%	73%	60%	2%	12%	4%	2%	1%	1%	-	-	-
Museums and Galleries		97%	94%	97%	17%	14%	13%	80%	80%	84%	2%	7%	3%	-	-	-	-	-	-
Parks and open places		94%	85%	89%	13%	7%	9%	81%	78%	80%	3%	13%	8%	3%	1%	3%	-	-	-
Leisure facilities		96%	87%	92%	12%	21%	15%	84%	66%	77%	3%	13%	8%	1%	-	-	-	-	-
Refuse collection		98%	96%	94%	21%	21%	29%	77%	75%	65%	1%	5%	6%	1%	-	-	-	-	-
Street cleansing		92%	81%	75%	9%	12%	10%	83%	69%	65%	4%	15%	22%	3%	3%	3%	-	-	-
The quality of customer services		100%	95%	97%	30%	32%	41%	70%	63%	56%	-	5%	3%	-	-	-	-	-	-
Roads maintenance		61%	40%	38%	2%	2%	1%	59%	38%	37%	7%	28%	25%	27%	26%	28%	5%	6%	9%
Housing Provision		88%	75%	63%	-	3%	-	88%	72%	63%	-	13%	22%	12%	12%	14%	-	-	1%