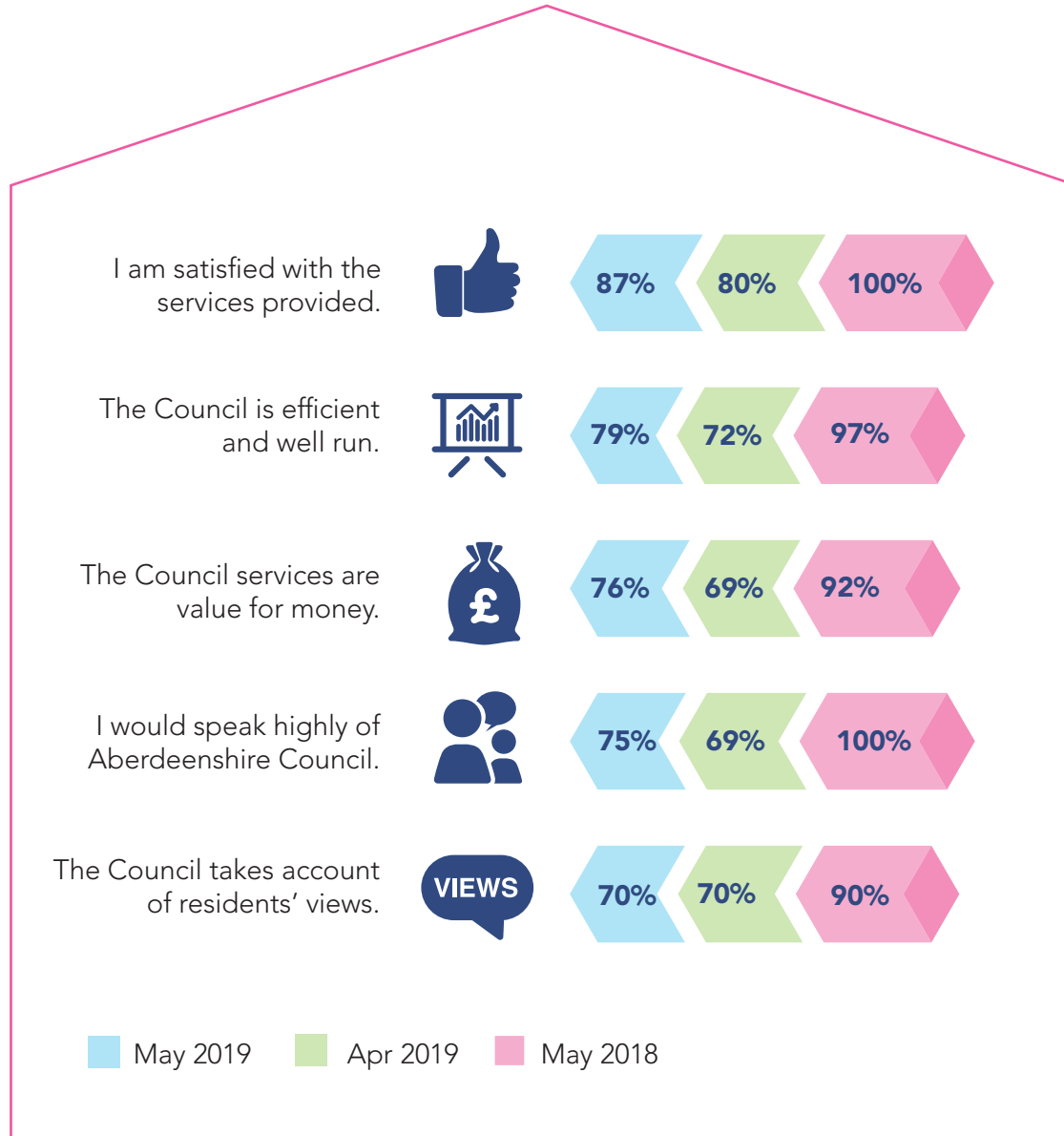
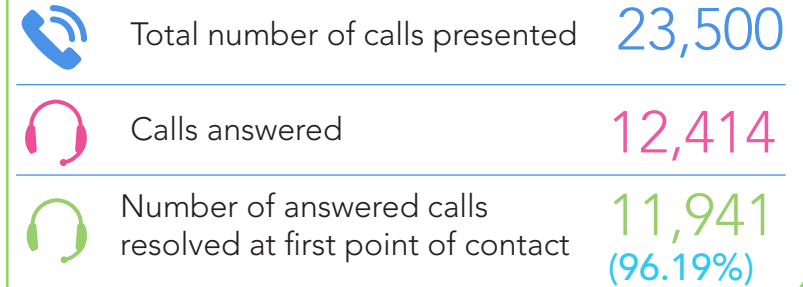


## SATISFACTION

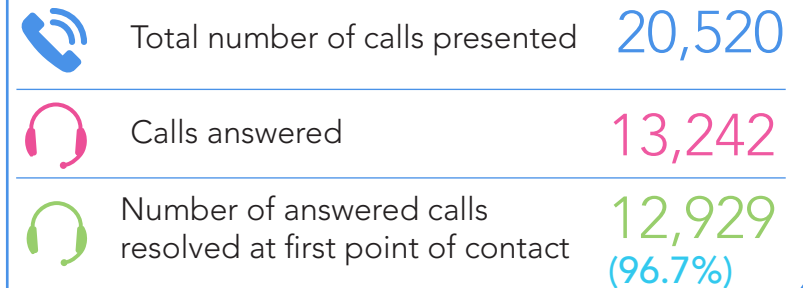


## CUSTOMER CARE

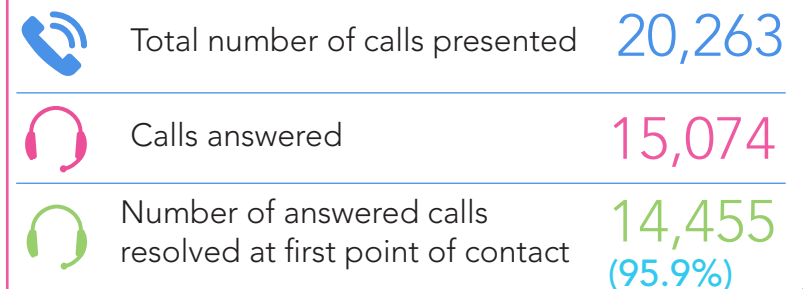
### May



### April



### March



# FEEDBACK

## SOCIAL MEDIA

### Top Posts **FACEBOOK**



#### 1 SEEN BY **18,695**

Harry Potter fans will be spellbound when a brand-new exhibition opens this summer at the Arbutnot Museum in #Peterhead...

#### 2 SEEN BY **15,703**

The final electorate for the Aberdeenshire Council area for the European Parliament election was 192,269. The number of papers counted at the verification stage was 74,266, representing a turnout of 38.6%...

#### 3 SEEN BY **14,491**

Do you have a view on the roads, cycle paths, pavements and street lighting around Aberdeenshire?...



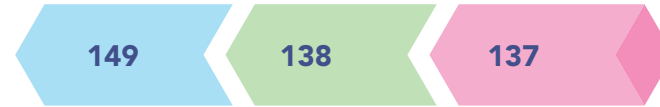
### TWITTER in **MAY**

#### Number of **TWEETS & RE-TWEETS**

**84** from @aberdeenshire  
which made **216.4k Impressions\***

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

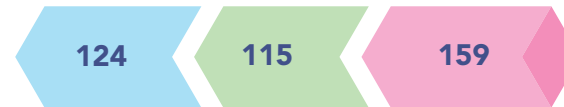
# COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

■ May 19   ■ Apr 19   ■ Mar 19

# SATISFACTION - Services

Reputation Tracker - May 2019

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar	May	Apr	Mar
Local Schools		93%	96%	91%	16%	20%	14%	77%	76%	77%	2%	-	1%	5%	2%	6%	-	1%	1%
Social care or social work services		68%	100%	91%	14%	22%	14%	54%	78%	77%	-	-	-	18%	-	-	14%	-	9%
Libraries		99%	93%	91%	35%	13%	34%	64%	80%	57%	2%	2%	3%	-	5%	6%	-	-	-
Museums and Galleries		96%	80%	93%	38%	10%	22%	58%	70%	71%	-	10%	7%	4%	10%	-	-	-	-
Parks and open places		90%	88%	84%	29%	6%	4%	61%	82%	80%	-	3%	4%	9%	8%	11%	1%	-	2%
Leisure facilities		84%	91%	81%	7%	4%	9%	77%	87%	72%	1%	1%	6%	11%	8%	11%	4%	-	2%
Refuse collection		88%	83%	71%	16%	-	4%	72%	83%	67%	1%	1%	1%	7%	17%	21%	5%	-	7%
Street cleansing		90%	69%	77%	27%	2%	3%	63%	67%	74%	1%	12%	10%	5%	19%	10%	4%	1%	3%
The quality of customer services		86%	82%	79%	36%	4%	20%	50%	78%	59%	2%	-	7%	8%	15%	12%	4%	3%	2%
Roads maintenance		33%	41%	42%	1%	-	-	32%	41%	42%	1%	1%	5%	35%	53%	39%	30%	5%	15%
Housing Provision		60%	78%	57%	2%	-	2%	58%	78%	55%	2%	-	-	18%	19%	30%	20%	3%	13%