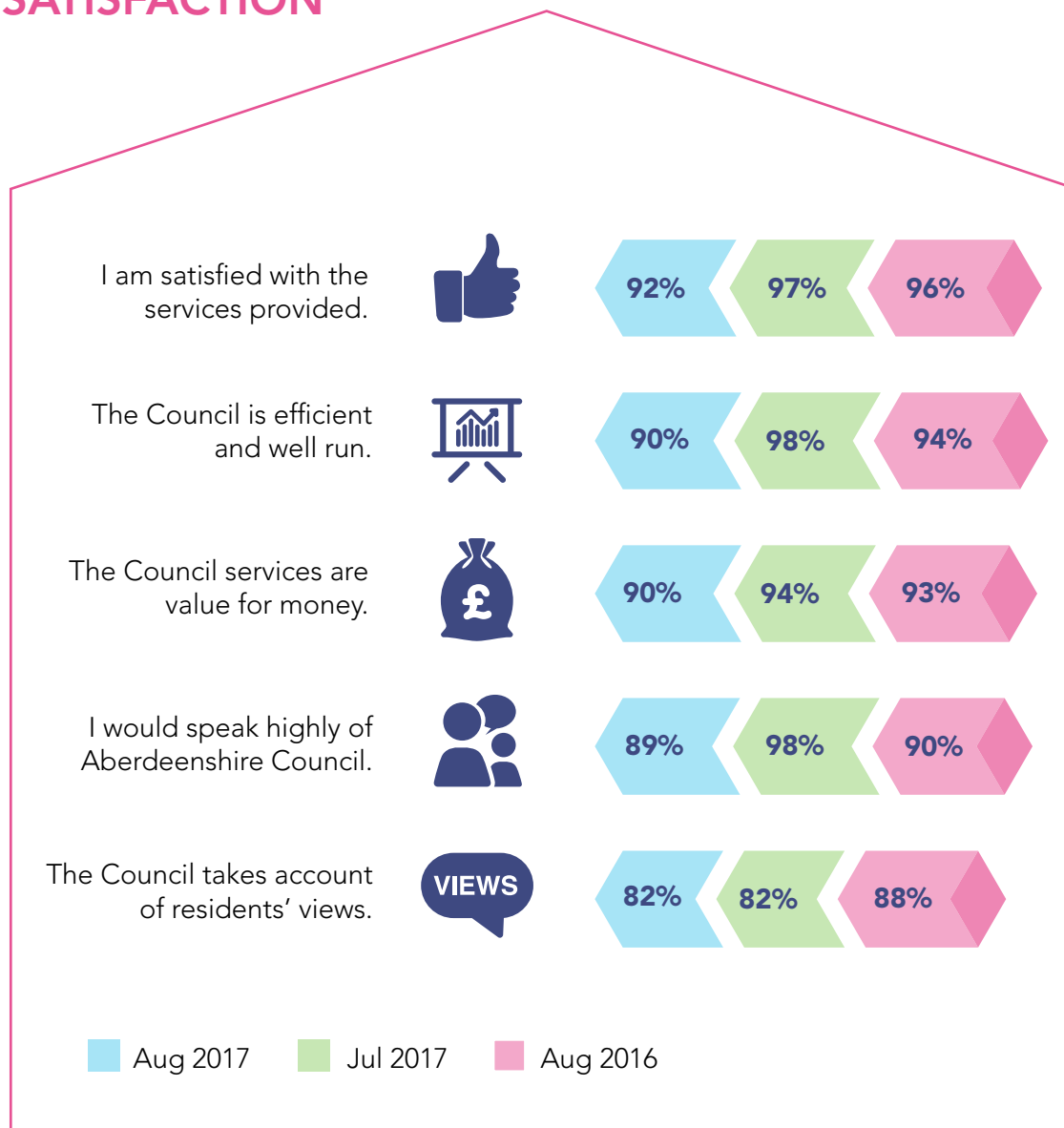
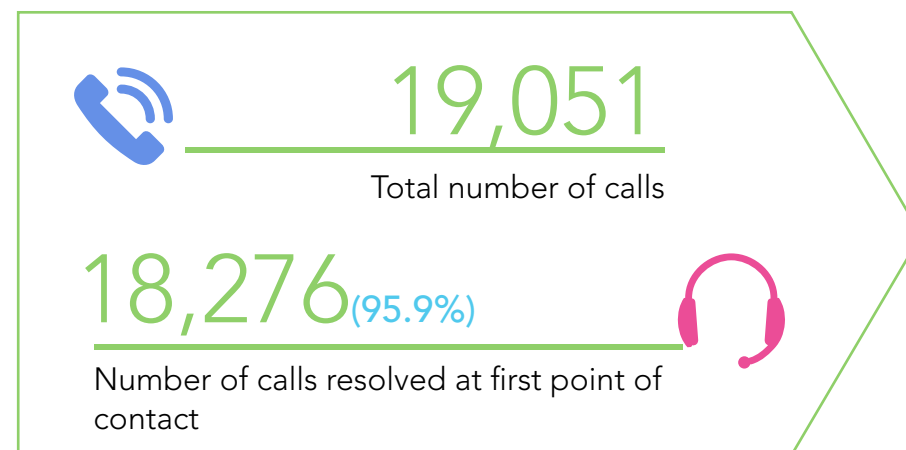




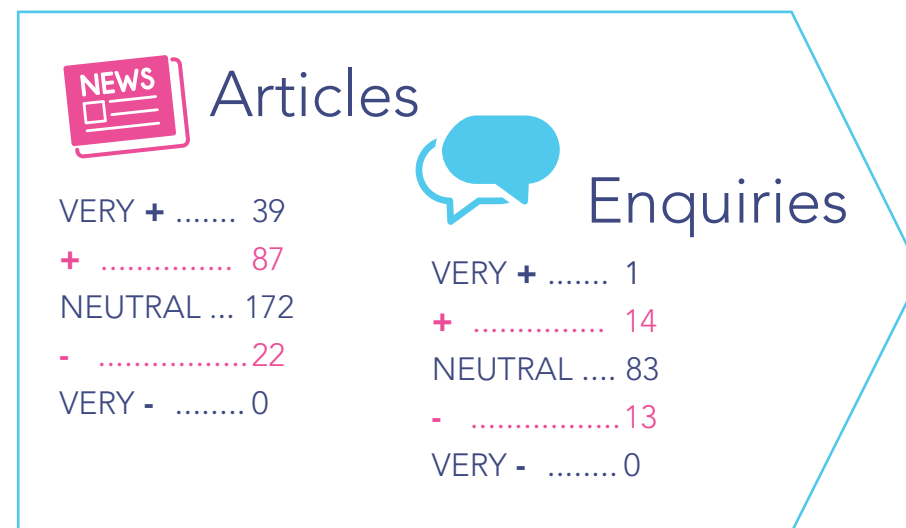
SATISFACTION



CUSTOMER CARE



MEDIA COVERAGE



FEEDBACK

SOCIAL MEDIA

Top Posts **FACEBOOK**

- 1

SEEN BY 48,773
Please note major road closures taking place across the shire from Monday, August 21.....
- 2

SEEN BY 31,446
Have you ever considered becoming a teacher? If the answer is yes then why not come along to our introduction to DLITE information evening...
- 3

SEEN BY 21,340
Looking to get a step on the property ladder? We currently have a number of two and three-bed low-cost properties for re-sale across Aberdeenshire...



TWITTER in **MAY**

We **TWEETED 260** times from @aberdeenshire which made **172.1k Impressions***

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

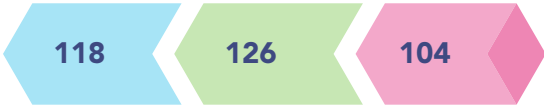
COMPLAINTS/COMPLIMENTS



Complaints received.



Compliments received.



Complaints completed and closed.



Number of complaints resolved at level one.














Number of complaints resolved at level two.

 Jun17  Jul 17  Aug 17

SATISFACTION - Services

Reputation **Tracker** - August 2017

		OVERALL SATISFACTION			VERY SATISFIED			QUITE SATISFIED			NEITHER/NOR			QUITE DISSATISFIED			VERY DISSATISFIED		
		Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun	Aug	Jul	Jun
Local Schools		96%	100%	97%	22%	8%	5%	74%	92%	92%	1%	-	1%	2%	-	2%	1%	-	-
Social care or social work services		89%	95%	95%	27%	28%	30%	62%	67%	65%	4%	2%	6%	8%	4%	-	-	-	-
Libraries		98%	96%	96%	26%	3%	11%	72%	93%	85%	1%	4%	2%	-	-	2%	-	-	-
Museums and Galleries		92%	99%	97%	20%	10%	17%	72%	89%	80%	4%	1%	2%	1%	-	-	1%	-	-
Parks and open places		97%	90%	94%	22%	9%	13%	75%	81%	81%	3%	9%	3%	1%	1%	3%	-	-	-
Leisure facilities		92%	97%	96%	18%	19%	12%	74%	78%	84%	2%	3%	3%	5%	1%	1%	1%	-	-
Refuse collection		91%	97%	98%	23%	18%	21%	68%	79%	77%	4%	1%	1%	4%	2%	1%	1%	-	-
Street cleansing		83%	87%	92%	14%	8%	9%	69%	79%	83%	5%	11%	4%	8%	1%	3%	3%	-	-
The quality of customer services		91%	100%	100%	32%	33%	30%	59%	67%	70%	5%	-	-	4%	-	-	1%	-	-
Roads maintenance		49%	57%	61%	6%	2%	2%	43%	55%	59%	14%	7%	7%	28%	29%	27%	9%	7%	5%
Housing Provision		77%	85%	88%	8%	1%	-	69%	84%	88%	4%	4%	-	13%	9%	12%	6%	1%	-