

■ Summary for Customer Complaints Project

Project Title:

Customer Complaint Analysis for a Local Shipping Company

Summary:

This project focuses on analyzing customer complaints collected by a small delivery company. The main objective was to organize raw complaint data, identify common problems, and help the company understand where improvements are needed.

What Was Done:

- Cleaned the Raw Data: Extracted relevant columns such as complaint ID, customer name, date, complaint type, and location.
- Structured the Information: Made the dataset easy to analyze by arranging the entries clearly.
- Identified Trends in Complaints:
 - Found that “Late Delivery” was the most frequent complaint.
 - Multiple issues were reported from Cairo, indicating a potential local performance problem.
 - Other common complaints included “Damaged Package”, “Wrong Delivery”, and “Package Lost”.

Results:

- 3 out of 8 complaints were about Late Delivery.
- Cairo was the source of most complaints.
- Damaged Packages were also reported in Giza and Aswan, suggesting a recurring issue with handling.

Tools Used:

- Python (Pandas)
- Excel
- Visual Studio Code

Included Files:

- shipping_complaints_dataset.xlsx – Original unorganized complaint data
- cleaned_shipping_complaints_dataset.xlsx – Final cleaned and structured dataset
- complaint_analysis.py – Python code for cleaning and summarizing the data