**Subject:** Request for Data Analysis on Delays in Timely Response to Consumer Complaints

Dear Arunabha,

I hope this message finds you well.

We have observed an increasing concern regarding the delay in providing timely responses to consumer complaints submitted to our bank. This has the potential to impact our service reputation and customer trust significantly.

To address this issue effectively, I am assigning you a case study project to analyze the historical complaint data. The dataset contains consumer complaints, the product or service involved, the submission method, company response details, and whether the response was timely.

Your objective is to:

* Identify instances where a timely response was not provided.
* Analyze patterns or trends across different variables such as product type, complaint issue, submission channel, and region.
* Determine the frequency and distribution of such delays.
* Provide key insights and recommend actionable steps to improve our response system.

Please prepare your findings in a clear and concise format, preferably with visualizations, summary tables, and a short report of actionable insights.

Your analysis will be instrumental in helping us enhance our customer service operations and reduce future delays.

Feel free to reach out if you need any clarification or support.

Warm regards,  
**Alex Bryan**  
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