Consumer Complaint Analysis Dashboard

CodeAlpha Internship

BukolaAde
bukola@gmail.com
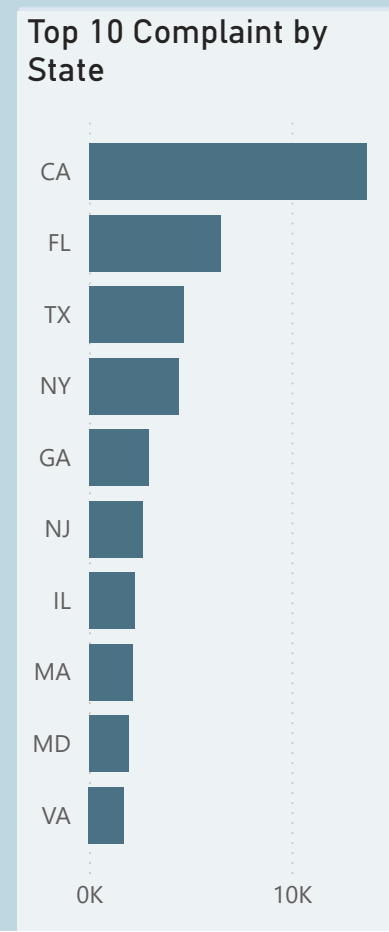
Overview

Total Complaint	Total Products	Number of Issues	Total States	Submission Via	AVG Response time
63K	9	76	51	7	2 days

Complaints by Seasons

Pattern of untimely Response

Percentage Complaints by Year

Top 10 Complaint by State

Products
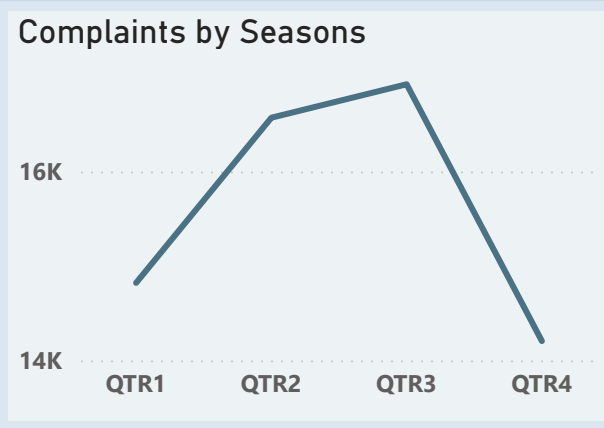
Response
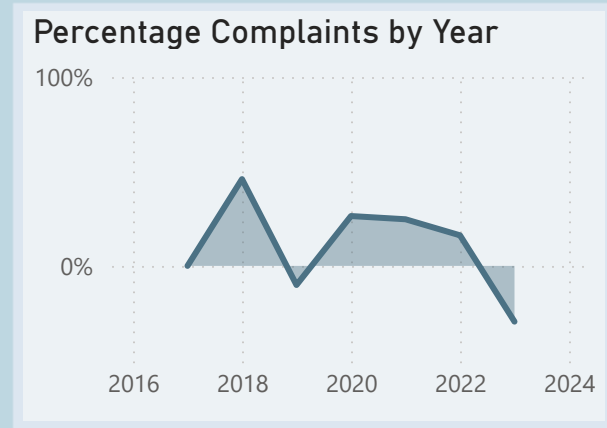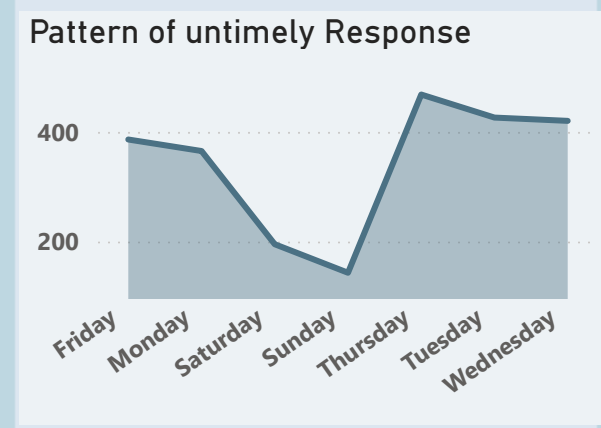
Common Issues Reported for each Product

issue	product	Sum of issue_count
Dealing with your lender or servicer	Student loan	20
Getting a line of credit	Payday loan, title loan, or personal loan	71
Managing the loan or lease	Vehicle loan or lease	222
Attempts to collect debt not owed	Debt collection	1351
Fraud or scam	Money transfer, virtual currency, or money service	1951
Trouble during payment process	Mortgage	2827

Percentage of Responses

3.84 (3.84%)

93.77 (93.77%)

Response...
- Very_Ti...
- Not_Ti...
- No_Res...

Consumer Complaint Analysis Dashboard
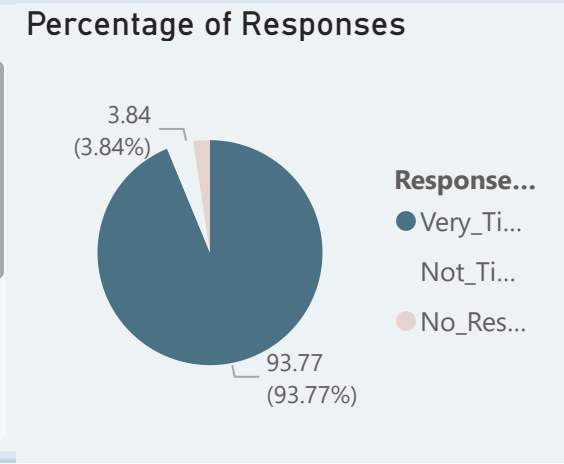
BukolaAde
bukola@gmail.com

Overview

Products

Response

Submission Method by Response Time

Categories: Referral, Phone, Postal mail, Email, Fax, Web, Web Referral
Values (approx): Referral 4, Phone 2, Postal mail 2, Email 1, Fax 1, Web 1, Web Referral 1
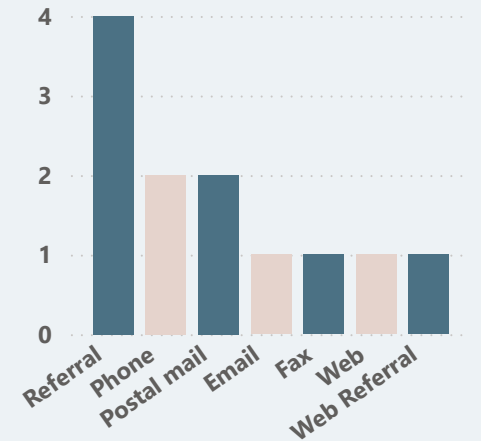
Complaints by Company Response

Categories: Closed with expl..., Closed with mon... relief, Closed with non-... relief, In prog..., Closed
Values (approx): ~40K, ~14K, ~6K, ~3K, ~1K
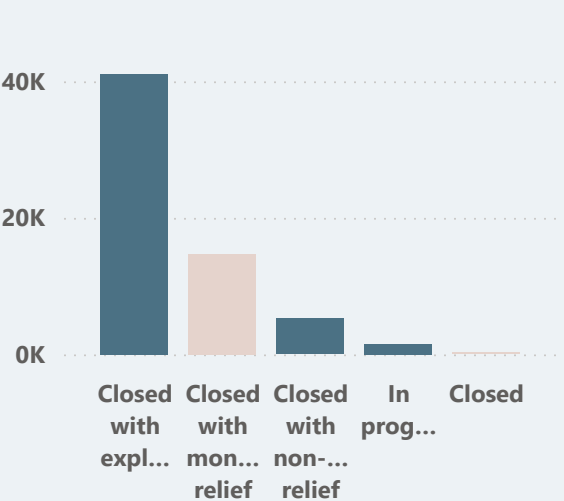
Submission Method by Complaints

Categories: Web, Referral, Phone, Postal mail, Fax, Web Referral, Email
Values (approx): ~45K, ~10K, ~5K, ~2K, small, small

Most Frequent Issues

- Managin...
- Incorrect...
- Problem ...
- Closing a...
- Trouble ...

(axis 0K, 10K, 20K)
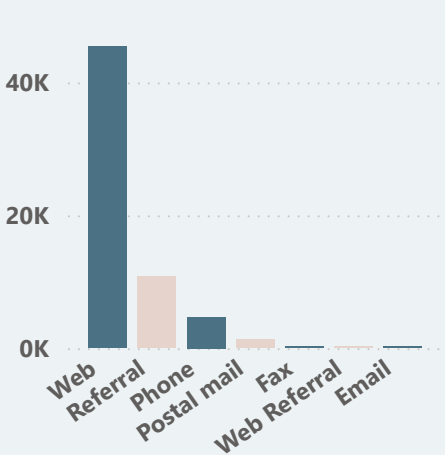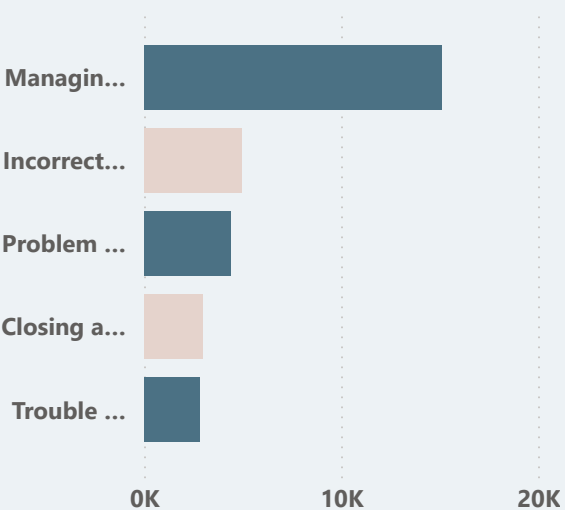
Top 3 States by Untimely Response

State	Value
CA	~600
FL	~270
NY	~200
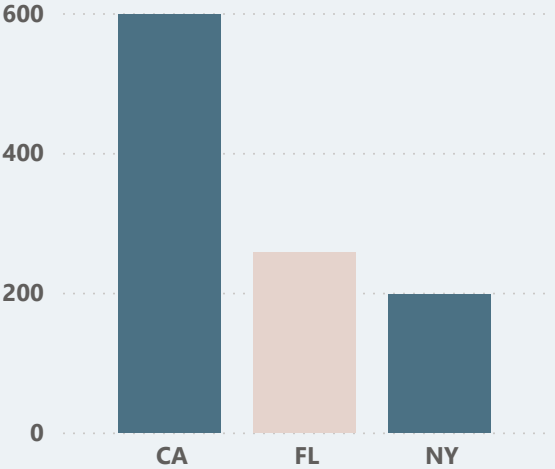
Top 3 Products by Complaint

Categories: Checki... or savings account, Credit card or prepaid card, Credit report... credit repair ...
Values (approx): ~24K, ~16K, ~8K
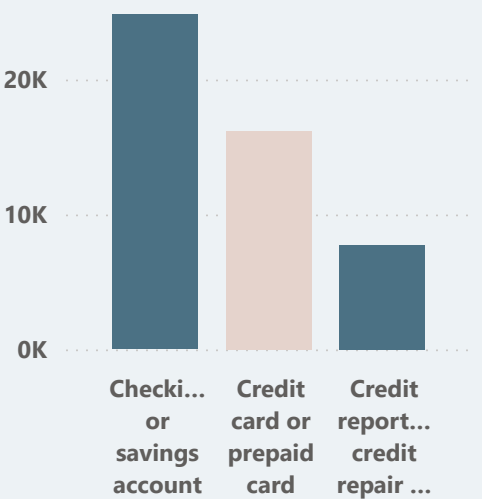
Product	Sum of delayed_response
Checking or savings account	867
Credit card or prepaid card	689
Credit reporting, credit repair services, or other personal consumer reports	475
Debt collection	173
Money transfer, virtual currency, or money service	140

Most Frequent Issues

- Man...
- Incor...
- Prob...
- Closi...
- Trou...

(axis 0K, 10K, 20K)