



Settings



Reports

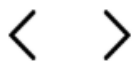


Actions



Details

# Complaints Analysis



Showing data for:



3/17/2023

9/17/2023

Summary

Company

Customers



138

Open Complaints



31

New Complaints



36

In Progress Complaints



28

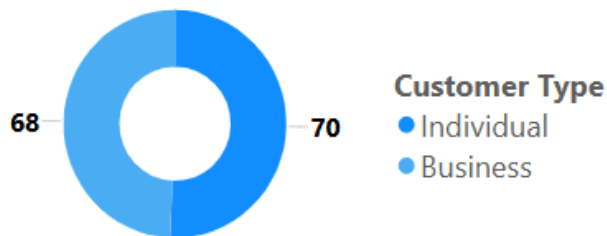
Outstanding Complaints



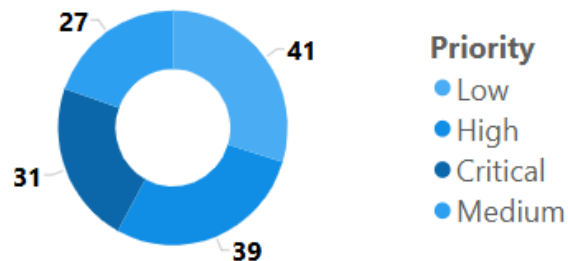
43

Assigned Complaints

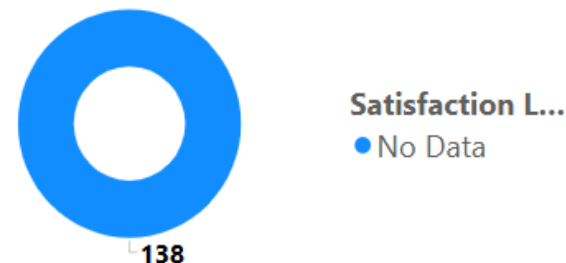
## Open Complaints by Customer Type



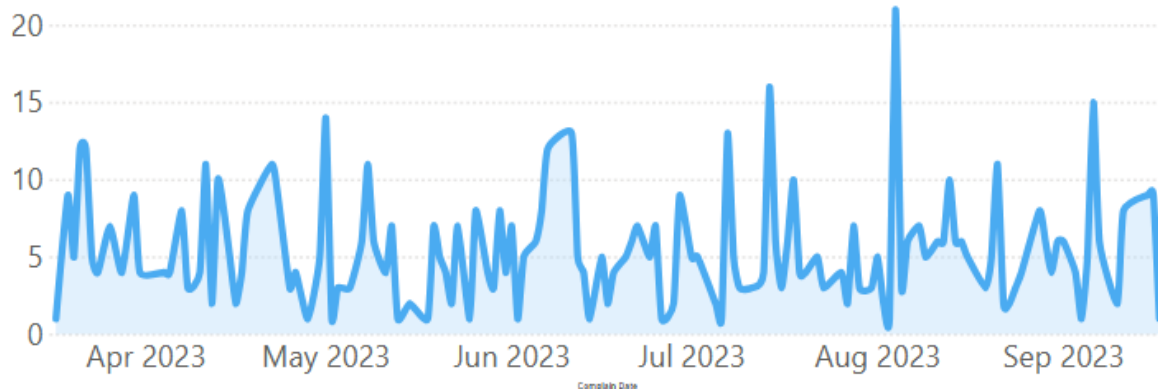
## Open Complaints by Priority



## Open Complaints by Satisfaction



## Open Complaints by Complain Date



## Open Complaints by Product Category





Settings



Reports



Actions



Details

# Complaints Analysis



Showing data for:



3/17/2023

9/17/2023

Summary

Company

Customers

Company Name

All

Status

- ☐ Assigned To
- ☐ Closed
- ☐ In Progress
- ☐ New
- ☐ Outstanding
- ☐ Pending
- ☐ Resolved

Customer Type

- ☐ Business
- ☐ Individual

Product Category

- ☐ Automotive
- ☐ Clothing
- ☐ Electronics
- ☐ Food & Beverages
- ☐ Furniture
- ☐ Health & Beauty

Company Name

Customer Type

Last Name

Satisfaction Level

Priority

AutoWorld

Business

Andrade

Not Satisfied

Critical

AutoWorld

Business

Ashley

No Data

Medium

AutoWorld

Business

Brown

No Data

High

AutoWorld

Business

Carroll

No Data

Critical

AutoWorld

Business

Chambers

No Data

Low

AutoWorld

Business

Duncan

No Data

Critical

AutoWorld

Business

Estrada

No Data

Medium

AutoWorld

Business

Gray

No Data

Critical

AutoWorld

Business

Jackson

No Data

Critical

AutoWorld

Business

Johnson

No Data

High

AutoWorld

Business

Lawrence

No Data

High

AutoWorld

Business

Peterson

No Data

High

AutoWorld

Business

Richardson

No Data

Low

AutoWorld

Business

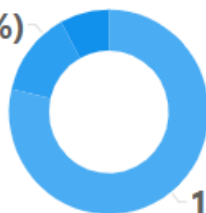
Rivas

No Data

Low

Satisfaction Level

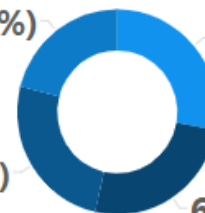
34 (13.49%)



198 (78.57%)

Priority

53 (21.03%)



70 (27.78%)

64 (25.4%)

65 (25.79%)



Settings



Reports



Actions



Details

# Complaints Analysis



Showing data for:



3/17/2023

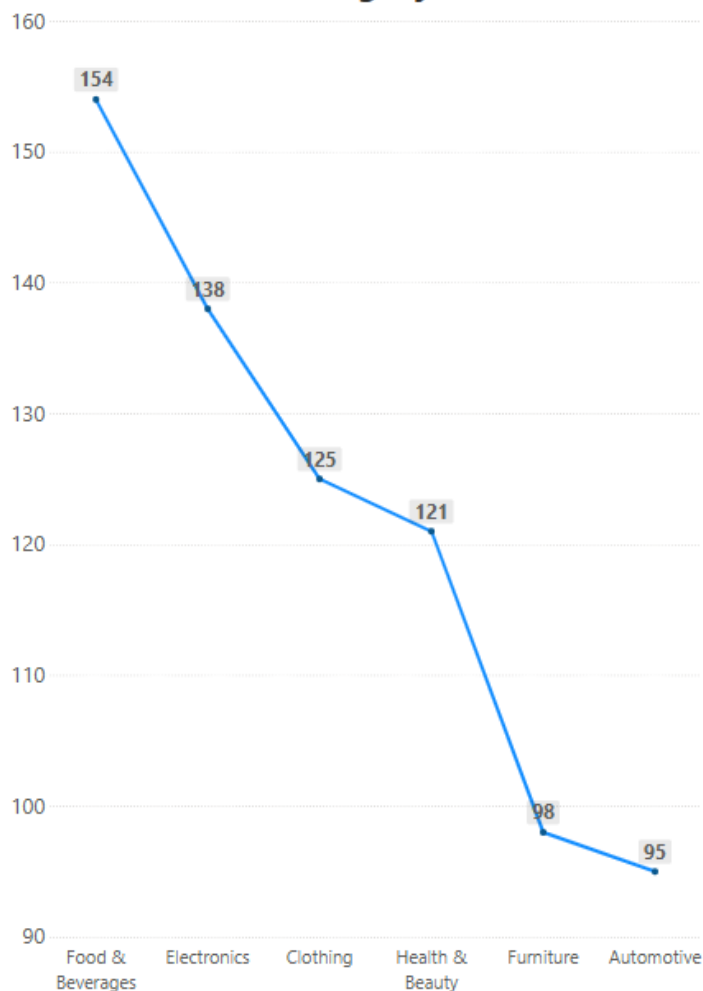
9/17/2023

Summary

Company

Customers

## Total Complaints Quantity by Product Category



## Customer Details - BUSINESS

| Last Name | Satisfaction Level | Complain Date | Completion Date | Total Complaints |
|-----------|--------------------|---------------|-----------------|------------------|
| Adams     | Not Satisfied      | 4/7/2023      | 11/20/2024      | 5                |
| Ashley    | No Data            | 8/16/2023     |                 | 5                |
| Austin    | No Data            | 6/16/2023     |                 | 5                |
| Bennett   | No Data            | 9/15/2023     |                 | 5                |
| Benton    | No Data            | 7/1/2023      |                 | 5                |
| Brown     | No Data            | 5/19/2023     |                 | 5                |
| Cervantes | No Data            | 6/20/2023     |                 | 5                |
| Chambers  | No Data            | 9/1/2023      |                 | 5                |
| Total     |                    |               |                 | 369              |

## Customer Details - INDIVIDUALS

| Last Name | Satisfaction Level | Complain Date | Completion Date | Total Complaints |
|-----------|--------------------|---------------|-----------------|------------------|
| Adams     | No Data            | 4/14/2023     |                 | 5                |
| Brock     | No Data            | 7/18/2023     |                 | 5                |
| Carpenter | Satisfied          | 5/1/2023      | 6/5/2024        | 5                |
| Cummings  | No Data            | 8/21/2023     |                 | 5                |
| Davis     | No Data            | 7/2/2023      |                 | 5                |
| Douglas   | No Data            | 6/21/2023     | 11/10/2023      | 5                |
| Figueroa  | No Data            | 9/6/2023      |                 | 5                |
| Johnson   | No Data            | 3/23/2023     |                 | 5                |
| Total     |                    |               |                 | 362              |



Settings



Reports



Actions



Details

## Complaint Action Plans

Number of complaints that require follow up due to being over the 730 day threshold is

10

Number of complaints where the customer is not Satisfied currently numbers

34

Product breakdown of open complaints by status



Broker breakdown of open complaints by status



| Complain Date | Days Since Complaint | Status          | Satisfaction Level | Company Name | Customer Type | State        |
|---------------|----------------------|-----------------|--------------------|--------------|---------------|--------------|
| 3/17/2023     | ◆                    | 742 Pending     | No Data            | Foodies      | Individual    | South Dakota |
| 3/19/2023     | ◆                    | 740 Closed      | Satisfied          | AutoWorld    | Individual    | Florida      |
| 3/19/2023     | ◆                    | 740 In Progress | No Data            | AutoWorld    | Business      | Nevada       |
| 3/19/2023     | ◆                    | 740 Resolved    | Not Satisfied      | Foodies      | Business      | Kansas       |
| 3/20/2023     | ◆                    | 739 Assigned To | No Data            | TechCorp     | Individual    | Minnesota    |
| 3/21/2023     | ◆                    | 738 Assigned To | No Data            | AutoWorld    | Business      | Hawaii       |
| 3/21/2023     | ◆                    | 738 Closed      | Satisfied          | Foodies      | Individual    | Kansas       |
| 3/21/2023     | ◆                    | 738 New         | No Data            | HomeStyle    | Individual    | North Dakota |
| 3/21/2023     | ◆                    | 738 Outstanding | No Data            | FashionX     | Business      | Wyoming      |
| 3/22/2023     | ◆                    | 737 Assigned To | No Data            | Foodies      | Individual    | Minnesota    |
| 3/22/2023     | ◆                    | 737 Closed      | No Data            | HomeStyle    | Business      | Iowa         |
| 3/22/2023     | ◆                    | 737 Closed      | Not Satisfied      | HomeStyle    | Business      | Idaho        |
| 3/22/2023     | ◆                    | 737 Pending     | No Data            | HomeStyle    | Individual    | Minnesota    |
| 3/23/2023     | ◆                    | 736 Outstanding | No Data            | TechCorp     | Individual    | Mississippi  |

Total



Settings



Reports



Actions



Details

# Complaints Details

Customer Type  
All

Product Category  
All

Status  
All

Priority  
All

Satisfaction Level  
All

| Complain Date | Completion Date | Company Name | Last Name  | Priority | Product Category | Status   | Satisfaction Level |
|---------------|-----------------|--------------|------------|----------|------------------|----------|--------------------|
| 5/20/2023     | 2/26/2025       | Foodies      | Combs      | High     | Clothing         | Resolved | No Data            |
| 8/6/2023      | 2/26/2025       | WellnessHub  | Young      | Medium   | Furniture        | Resolved | Not Satisfied      |
| 6/22/2023     | 2/22/2025       | FashionX     | Lopez      | Critical | Clothing         | Closed   | No Data            |
| 6/21/2023     | 2/19/2025       | AutoWorld    | Hernandez  | Medium   | Furniture        | Resolved | Not Satisfied      |
| 7/14/2023     | 2/14/2025       | WellnessHub  | Thompson   | Medium   | Electronics      | Closed   | Not Satisfied      |
| 5/23/2023     | 1/29/2025       | WellnessHub  | Mejia      | High     | Furniture        | Resolved | Satisfied          |
| 4/8/2023      | 1/25/2025       | HomeStyle    | Richards   | Low      | Electronics      | Closed   | No Data            |
| 8/4/2023      | 1/21/2025       | FashionX     | Wright     | Medium   | Health & Beauty  | Resolved | No Data            |
| 9/16/2023     | 1/2/2025        | WellnessHub  | Williamson | Medium   | Health & Beauty  | Closed   | No Data            |
| 8/14/2023     | 12/29/2024      | WellnessHub  | Owens      | Low      | Electronics      | Resolved | Not Satisfied      |
| 4/7/2023      | 11/20/2024      | HomeStyle    | Adams      | Medium   | Food & Beverages | Closed   | Not Satisfied      |
| 4/15/2023     | 11/17/2024      | HomeStyle    | Pearson    | Medium   | Electronics      | Closed   | Satisfied          |
| 4/13/2023     | 11/11/2024      | AutoWorld    | Andrade    | Critical | Automotive       | Closed   | Not Satisfied      |
| 5/15/2023     | 11/9/2024       | FashionX     | Campbell   | Low      | Clothing         | Closed   | Satisfied          |
| 4/30/2023     | 10/28/2024      | TechCorp     | Shepherd   | Medium   | Automotive       | Resolved | Not Satisfied      |
| 4/10/2023     | 10/23/2024      | Foodies      | Smith      | Low      | Furniture        | Resolved | No Data            |
| 4/7/2023      | 10/5/2024       | TechCorp     | Cordova    | Medium   | Clothing         | Resolved | Not Satisfied      |
| 8/11/2023     | 10/5/2024       | Foodies      | Reid       | Low      | Electronics      | Closed   | Satisfied          |
| 6/12/2023     | 10/4/2024       | AutoWorld    | Carroll    | Critical | Food & Beverages | Closed   | No Data            |

## Complaint Report Settings



Date

3/17/2023

9/17/2023



### State Regions

- ☒ Alaska
- ☒ Arizona
- ☒ Arkansas
- ☒ California

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