



zomato

Complaints RCA

Analysis of user reviews to identify root causes

Objective

Analyze complaints from
Zomato App Reviews

Identify Root Causes of major
issues

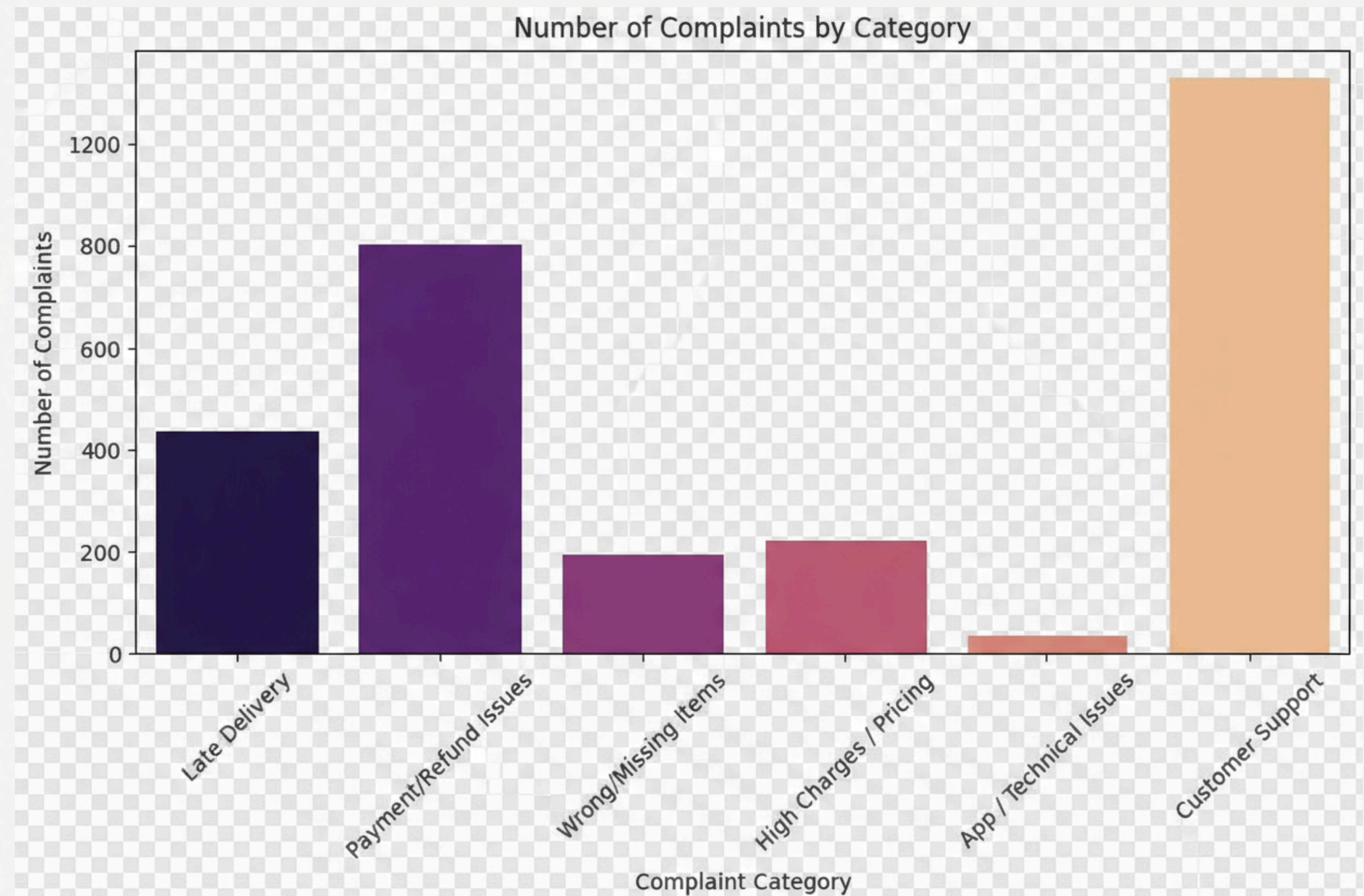
Suggest actionable
improvements for product
and operations

Complaint Distribution

Total complaints analyzed
3033

Top categories

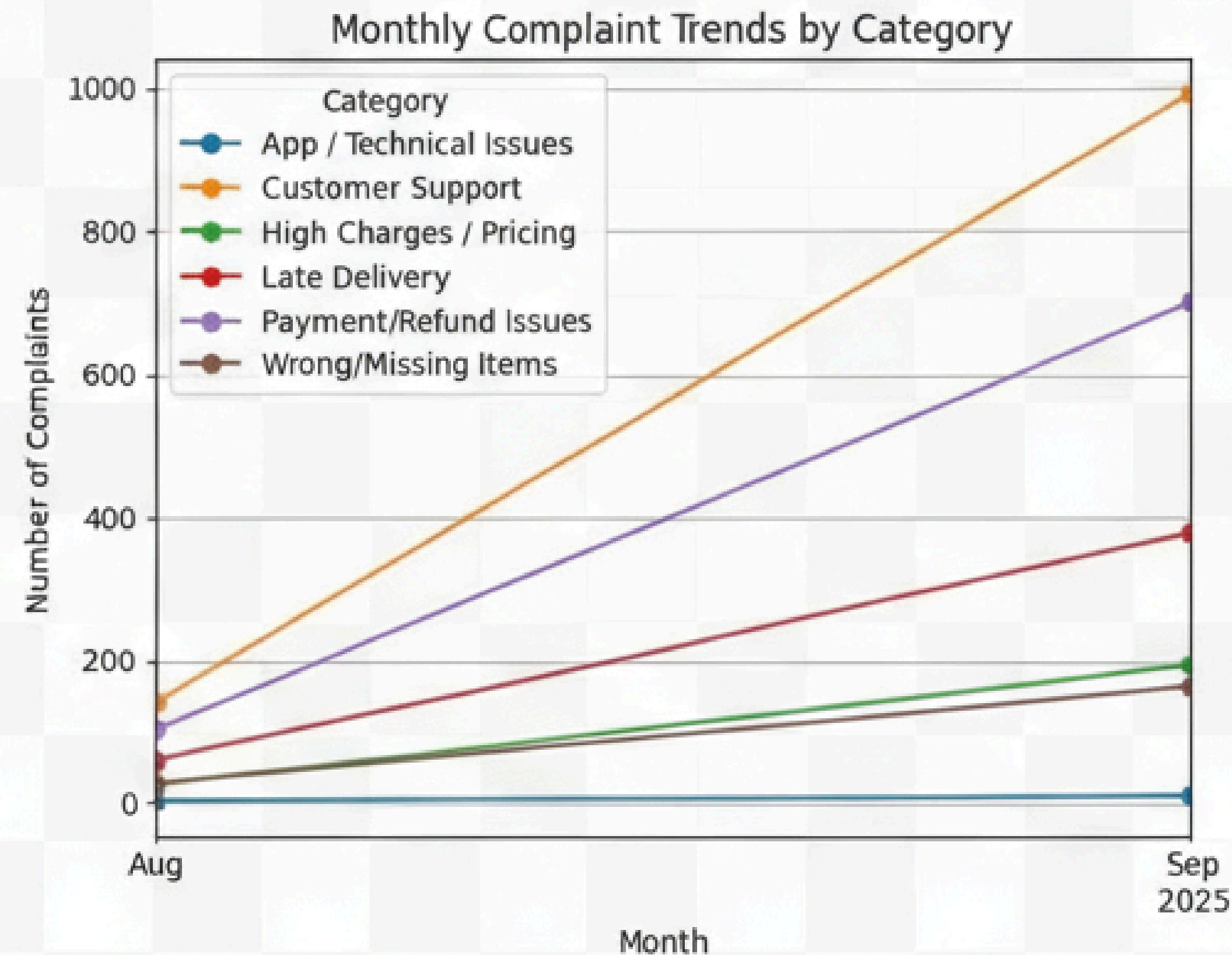
Customer Support
Payment/Refund Issues
Late Delivery



Monthly Trends

Complaints peak in
September 2025

Customer Support
complaints dominate monthly
trend



App version

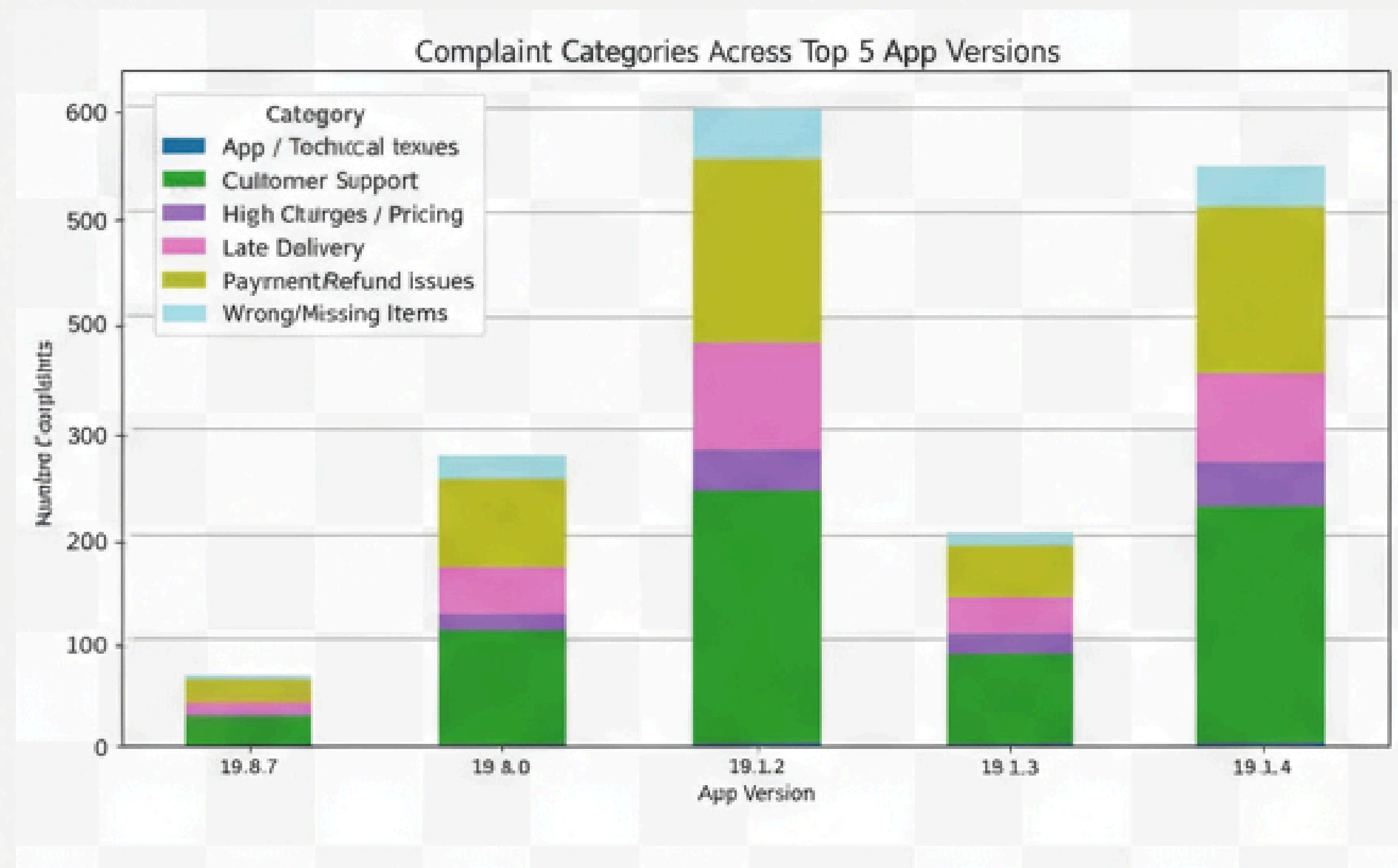
Most complaints occur on
App version 19.1.2

Top categories

Customer Support

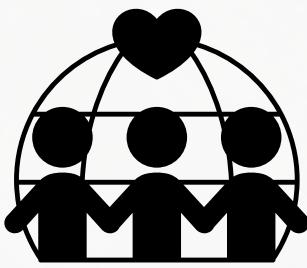
Payment/Refund Issues

Late Delivery



S.No	Category	Total Complaints	Peak month	Version
1	App / Technical Issues	12	2025-09	19.1.4
2	Customer Support	1131	2025-09	19.1.2
3	High Charges / Pricing	221	2025-09	19.1.4
4	Late Delivery	436	2025-09	19.1.2
5	Payment/Refund Issues	803	2025-09	19.1.2
6	Wrong/Missing Items	194	2025-09	19.1.2

Actionable Insights



Customer Support

Improve response time
and support workflow



Payment/Refund Issues

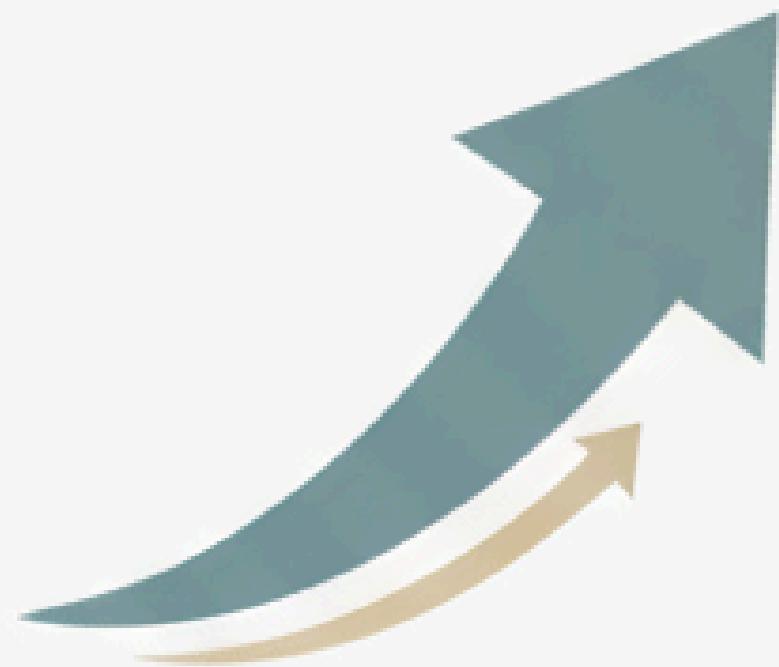
Investigate failed
transactions and refunds



Late Delivery

Optimize delivery
operations and monitoring

Recommendations



On Track for Growth

Fix
payment/refund
glitches for
version 19.1.2

Monitor
delivery
performance
during peak
months

Track post-fix
complaints to
measure
improvement

Improve
customer
support
efficiency