**Procedures we have followed:**

1. We downloaded the Consumer Complaint data set from the website of Consumer Financial Protection Bureau.
2. We tried to understand the domain of Consumer Complaints.
3. We performed analysis on the dataset using Hive and found interesting and meaningful conclusions.
4. Then, we used Tableau and Google Charts for visualizing the results of the data analysis.
5. Also, We used Naive Bayes for predicting the company’s response to the public for any particular type of complaint.