

# Company Consumer Complaints Analysis Report

Omphemetse Senna

## Overview

This report presents an analysis of consumer complaints against various companies over the past years. The dashboard summarizes key metrics such as the number of issues by year, issues by state, top companies with the most complaints, timely response rates, and company responses to consumer complaints.

## Key Metrics

### *Question 1: What is the total count of issues reported?*

The total count of issues reported is **54,580**. This metric indicates the overall volume of consumer complaints received by various companies over the analyzed period.

### *Question 2: Which year had the highest number of reported issues?*

The year **2023** had the highest number of reported issues. This peak suggests that there might have been specific events or circumstances during this year that led to an increase in consumer complaints.

### *Question 3: Which state had the highest number of issues?*

- **Florida (FL)** had the highest number of issues. This implies that consumers in Florida reported more complaints compared to other states.
- **Texas (TX)** and **Georgia (GA)** follow with significant numbers.

### *Question 4: Name the top three companies with the most complaints.*

The top **three** companies with the most complaints are:

1. Experian Information Solutions, Inc.
2. TransUnion Intermediate Holdings, Inc.
3. Citibank, N.A.

These companies have received the highest number of consumer complaints, indicating potential areas for service improvement.

### *Question 5: What percentage of complaints received a timely response?*

Almost all complaints received a timely response, as the count of timely responses is close to 55,000 out of 54,580 issues reported. This shows a high level of responsiveness from the companies.

**Question 6: How do companies primarily respond to consumer complaints?**

Companies primarily respond to consumer complaints by closing them with an explanation. This is the most common form of resolution, followed by non-monetary and monetary relief.

**Question 7: Describe the trend in the number of issues reported from 2016 to 2024.**

The trend shows a gradual increase in the number of issues from 2016, peaking in 2023, followed by a decline in 2024. This indicates that while there has been an overall increase in complaints, there might be factors in 2024 that contributed to the decrease.

**Question 8: How does the number of company responses to consumers change over the years?**

The number of company responses to consumers follows a similar trend to the number of issues, with an increase over the years and a peak corresponding to the highest number of issues reported. This suggests that companies have been actively responding to the growing number of complaints.

**Question 9: Which company responded most frequently to consumer complaints in a timely manner?**

Experian Information Solutions, Inc. responded most frequently to consumer complaints in a timely manner. This highlights Experian's commitment to addressing consumer issues promptly.

**Question 10: What types of resolutions do companies provide to consumer complaints?**

Companies provide the following types of resolutions:

- Closed with an explanation.
- Closed with non-monetary relief.
- Closed with monetary relief.

These types of resolutions indicate how companies attempt to address and resolve consumer complaints in various ways.