

# Complaint Management

Search Quarter



Q1

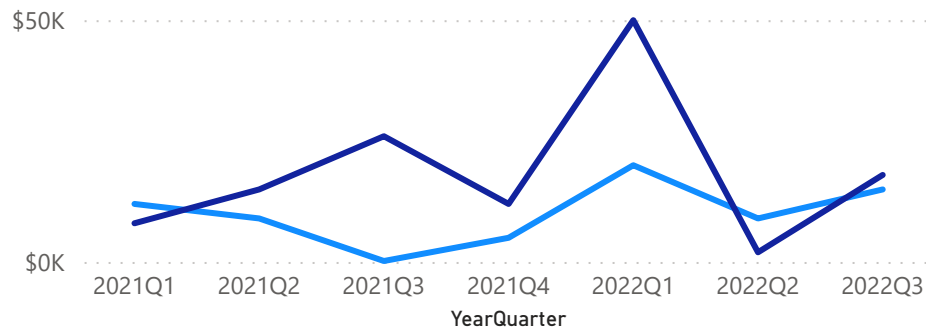
Q2

Q3

Q4

Compensation A and Compensation B by YearQuarter

● Compensation A ● Compensation B



A spike in Compensation occurred in **2022Q1** for both Channels A and B. This indicates the need for further investigation.

Search Year

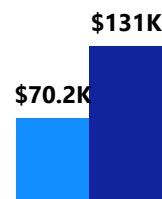


2021

2022

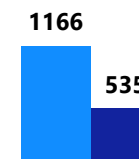
Compensation A Vs Compensation B

● Compensation A ● Compensation B



Total Complaints\_A Vs Total complaints\_B

● Total Complaints\_A ● Total complaints\_B

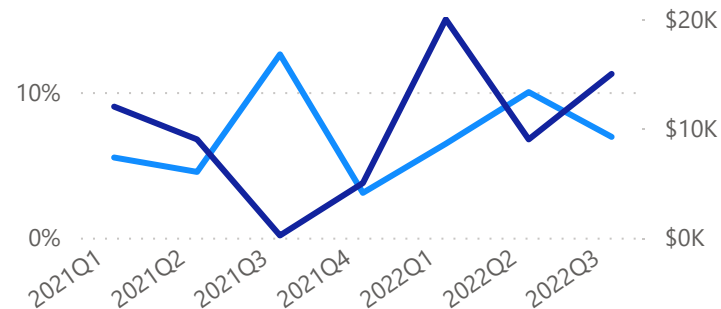


Channel B had **86.61%** more paid compensation than A, though **117.94%** more complaints occurred via A.

There is no direct relationship between the **Compensation** paid and **Case escalation rate**. However, the low escalation rate and subsequent high compensation in 2022Q1 points to the Customer Type-High Transacting customers.

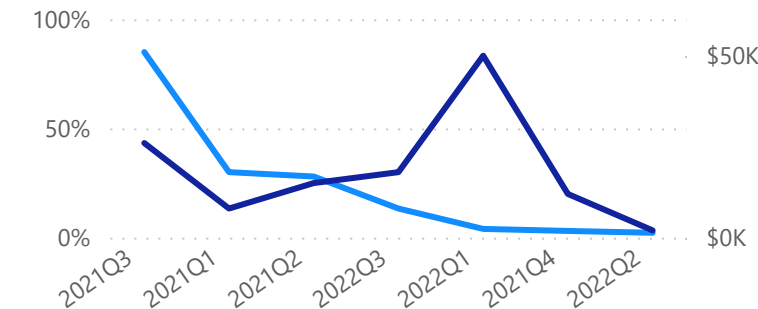
Case Escalation Rate\_A to Compensation

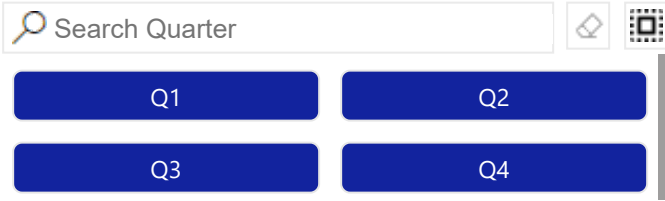
● Case Escalation Rate\_A ● Compensation A



Case Escalation Rate\_B to Compensation B

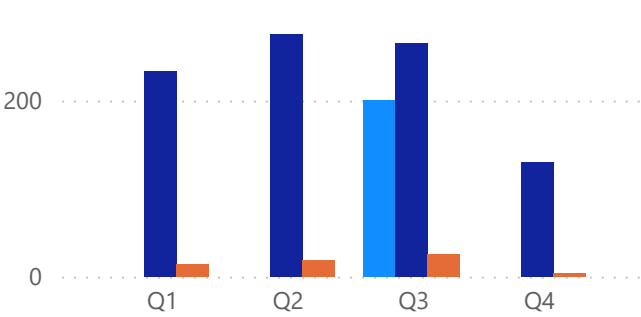
● Case Escalation Rate\_B ● Compensation B





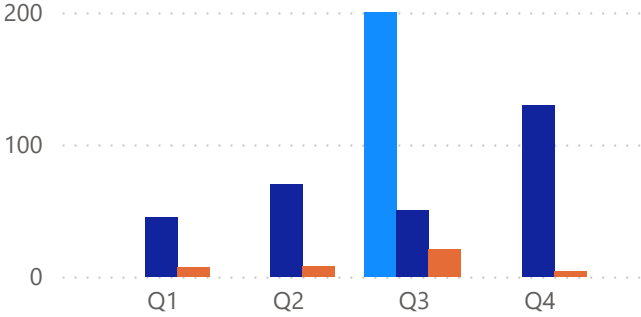
Channel A

Level 1 Level 2 Level 3



Channel B

Level 1 Level 2 Level 3



Channel A had fewer complaints in Q3 Level 1 than 2, indicating an anomaly with figures in 1. **14%** case escalation rate between level 2 & 3 was recorded in channel B against **7%** of same in A than cases.



It takes **1.24** more times to close complaints from Channel B despite the lower count of complaints. This indicates the need to run diagnostic analysis to determine the fundamental cause.

Total Complaints\_A and Total complaints\_B Average days to close and Average days to close

