**Overview: Consumer Financial Protection Bureau of United States of America**:

The Consumer Financial Protection Bureau was established in USA for enabling the USA consumers to report customer support and complaint related information regarding their financial issues with the US government. The complaint data is freely available for analysis and tracking of how efficiently and effectively the financial institutes handle the complaints lodged against them. Each complaint consists of attributes that can uniquely describe and identify it.

The Consumer Financial Protection Bureau information can be used in prescriptive analysis to enhance financial consumer services (i.e. BOW) and also improve the response quality of automated consumer support systems.

* **What is the question you hope to answer?**
  + Provide analysis on what type of complaints consumers are raising and on what areas related to BOW.
  + Analyze correlation between the growth of complaints in certain financial domains with regards to changes in the economic, political and regulatory forces.
* **What data are you planning to use to answer that question?**

Complaints are published in the below link after the company responds or after 15 days, whichever comes first

<https://www.consumerfinance.gov/data-research/consumer-complaints/>

* [Download all complaint data | CSV](https://data.consumerfinance.gov/api/views/s6ew-h6mp/rows.csv?accessType=DOWNLOAD)
* [Download all complaint data | JSON](https://data.consumerfinance.gov/api/views/s6ew-h6mp/rows.json?accessType=DOWNLOAD)
* [Filter the full data set](https://www.consumerfinance.gov/data-research/consumer-complaints/search/)
* **What do you know about the data so far?**

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It includes the type of complaint, the date of submission, the consumer’s ZIP code, and the company that the complaint concerns. The database also includes information about the actions taken on a complaint by those companies – whether the company’s response was timely, how the company responded, and whether the consumer disputed the company’s response.

Companies can categorize their response to a complaint in a number of ways. Examples, and what they mean, include:

* Monetary relief: The steps taken by the company in response to the complaint resulted or will result in measurable and verifiable monetary relief to the consumer.
* Closed with non-monetary relief: The result was not monetary relief, but may have addressed some or all of the consumer’s complaint involving non-monetary requests.
* Closed with explanation: The result included an explanation that was tailored to the individual consumer’s complaint. This category would be used if the explanation substantively meets the consumer’s desired resolution or explains why no further action will be taken.
* Closed: The company closed the complaint without relief – monetary or non-monetary – or explanation.
* **Why did you choose this topic?**

Currently I work for a bank (BOW). With my data science skills I want to provide the stats with the data available online on CFPB and improve customer satisfaction which intern increase the banks reputation. Over the past few years (2011–2017), the financial consumers have lodged more than six hundred thousand complaints on various financial institutions of USA. The study focuses specifically on identifying the patterns from existing data to predict the future trends and numbers of complaints that could appear and to leverage the capacity to resolve those complaints efficiently.

A closer look at these observations can help financial institutions understand their own internal complaint issues and databases as they relate to data from Consumer Complaint Database, and use the resulting insights to potentially improve their regulatory compliance efforts, customer experience, and their own operational effectiveness.