**Complaint:** A message expressing dissatisfaction, frustration, or disappointment regarding the train line's services, operations, or conditions.

* Look for expressions of dissatisfaction, frustration, disappointment, or anger
* Be mindful of sarcastic or ironic statements that may seem positive at first glance but are actually complaints
* Look for specific nouns or phrases that directly relate to the aspect of the train line being complained about (e.g., “delays,” “cleanliness,” “staff”)
* Ensure you understand the context to accurately interpret the main issue (e.g., “running late” could relate to “delays”)
* Aim to summarize the complaint topic in 1 or 2 words that capture the essence of the issue (e.g., “crowding” instead of “too many people on the train”)
* Strive for consistency in the terms used to extract topics across different complaints for better analysis and understanding

<https://forms.gle/d9tQ4mDeEXn2XWvq8>

Form can be filled once

Form answers can be edited

Google login required

**Future work:**

Prepare processes to quantify the quality of the annotations in the original data.

* Sentiment
  + Are all negative sentiments complaints?
  + Are all complaints marked as negative sentiments?
  + What about neutral sentiments?
* How do we deal with ambiguity
* Are the extracted topics correct?