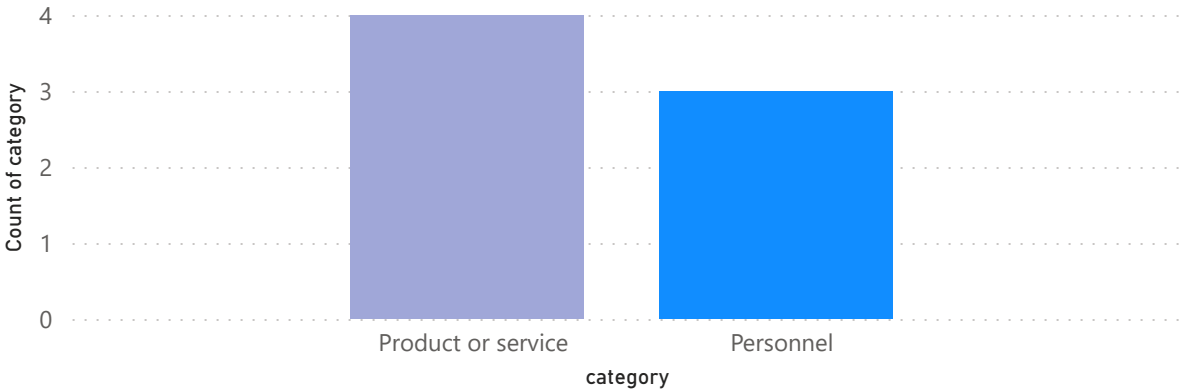
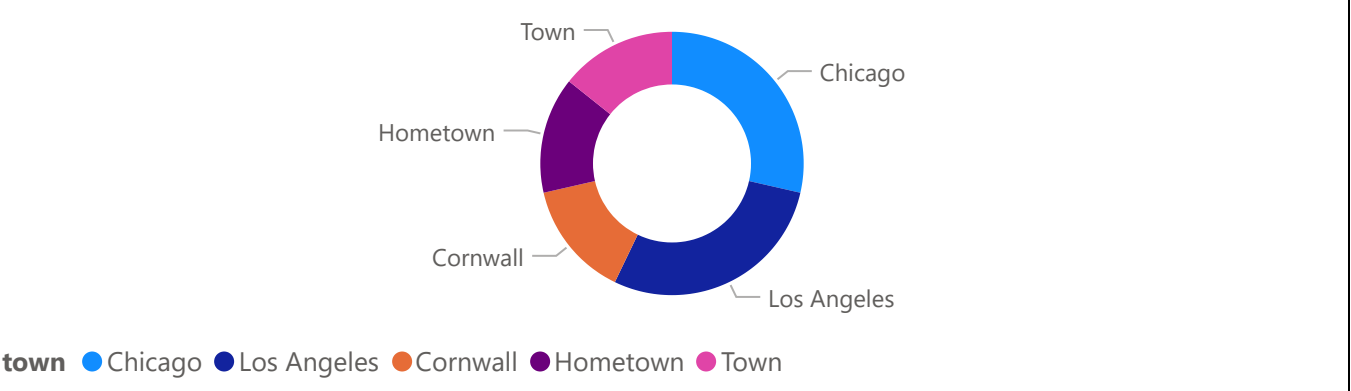


CUSTOMER DOCUMENT COMPLAINT ANALYSYS

Count by complaint category



Count complaints by town



category

Personnel

no

yes

7c21f509-f7fa-485d-8a8b-09015f8acb7e

dd9f214e-bb4e-4089-a0a4-37f5e72b2e99

John Smith

599 South West Main Street

jsmith@jsmithemail.com

777-999-0000

Dissatisfaction with a Recently Purchased AAA Lawn Mower Model #A456

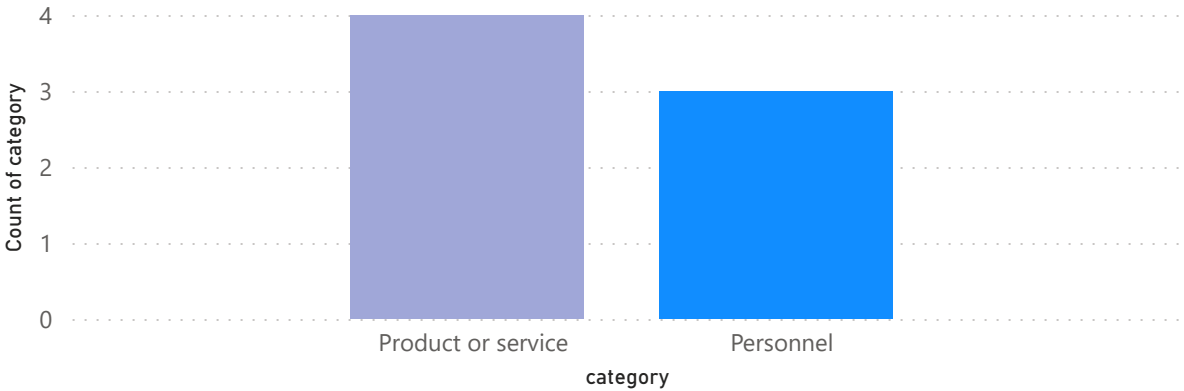
``json

{

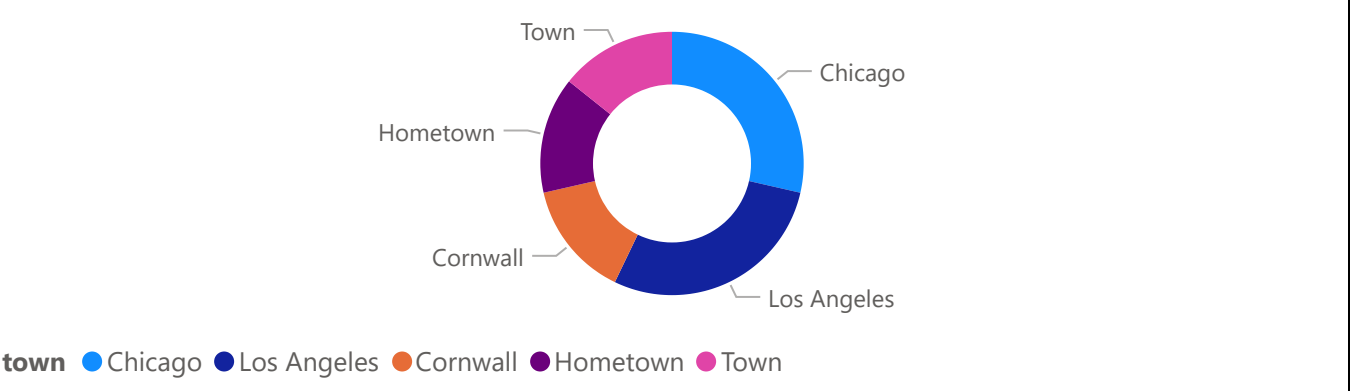
"TextWithMaskedPII": "August 1, 2006\n\nTo: AAA Company\n888 S**** C***** Street\nChicago, IL 6****\n\nFrom: John S****\n5999 S**** W**** Main Street\nChicago, IL 6****\n\nAttn: Customer Service\nRE: PO#A*****; AAA Lawn Mower Model #A****\n\nDear Customer Service Manager,\n\nIn the last 10 years, I have used your lawn care products on many occasions and I have been highly satisfied with the results. However, I recently purchased a lawn mower from your company and I have been dissatisfied with the product.\n\nFirst of all, when I unpacked the product and began assembly, I found that I was missing the plastic mower guard and cap cover, which reluctantly took 12 weeks to get delivered. Secondly, I noticed after the second use that the lawn was cutting in an irregular manner. Upon further inspection I noticed that the mower blade was rotating at an angle.\n\nI went to local store #5*** where it was purchased and they chuckled as I

CUSTOMER DOCUMENT COMPLAINT ANALYSYS

Count by complaint category



Count complaints by town



category

☐ Personnel

☐ no

☐ yes

☐ 7c21f509-f7fa-485d-8a8b-09015f8acb7e

☐ dd9f214e-bb4e-4089-a0a4-37f5e72b2e99

☐

☐ Chicago

☐ Dissatisfaction with a Recently Purchased AAA Lawn Mower Model #A456

```json

{

"TextWithMaskedPII": "August 1, 2006\n\nTo: AAA Company\n888 S\*\*\*\* C\*\*\*\*\* Street\nChicago, IL 6\*\*\*\*\n\nFrom: John S\*\*\*\*\n5999 S\*\*\*\* W\*\*\*\* Main Street\nChicago, IL 6\*\*\*\*\n\nAttn: Customer Service\nRE: PO#A\*\*\*\*\*; AAA Lawn Mower Model #A\*\*\*\*\n\nDear Customer Service Manager,\n\nIn the last 10 years, I have used your lawn care products on many occasions and I have been highly satisfied with the results. However, I recently purchased a lawn mower from your company and I have been dissatisfied with the product.\n\nFirst of all, when I unpacked the product and began assembly, I found that I was missing the plastic mower guard and cap cover, which reluctantly took 12 weeks to get delivered. Secondly, I noticed after the second use that the lawn was cutting in an irregular manner. Upon further inspection I noticed that the mower blade was rotating at an angle.\n\nI went to local store #5\*\*\* where it was purchased and they chuckled as I explained my dissatisfaction with the product. They were rude and unhelpful, claiming that I must have hit something in my lawn.\n\nWhen I took the blade off, I noticed that the mower was not put together properly and a welded edge on the cutter had split open. This was not due to operation or misuse. I verified this with a local lawn mower service company.\n\nSince your company claims to be the