CONSUMER COMPLAINTS

Data Analysis Project

Abstract

This project contains the informative insights about the consumer complaints to the organization. This dataset contains 65,500 rows and 18 columns. Problems statements are mentioned below with their respective answers and outputs

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Consumer Complaints Data Analysis

How to import the csv data into MySQL workbench step by step

Step1 – Open command prompt

Step 2 - cd C:\Program Files\MySQL\MySQL Server 8.0\bin

Step 3 - mysql -u root -p --local-infile=1

Step 4 - SHOW GLOBAL VARIABLES LIKE 'local_infile';

Step 5 - SET GLOBAL local_infile = 1;

Step 6 - SHOW GLOBAL VARIABLES LIKE 'local_infile';

Step-7 Create database complaints;

Step-8 Use database complaints;

Step-9 Create table complaint(
Date_Received date,
Product_Name varchar(20),
Sub_Product varchar(20),
Issue text,
Sub_Issue text,
ConsumerComplaintNarrative text,
CompanyPublicResponse text,
Company varchar(20),
State_Name varchar(20),
ZipCode int,
Tags varchar(20),
ConsumerContentProvided text,
Submitter varchar(20),

Date_Send_to_company date,

CompanyResponsetoconsumer text,

Timely_Response varchar(20),

Consumer_Disputed varchar(20),

Compalaint_id int

);

Step10- LOAD DATA LOCAL INFILE 'C:\\Users\\hs497.UTKARSHPC\\Downloads\\complaint.csv' INTO TABLE complaint FIELDS TERMINATED BY ',' OPTIONALLY ENCLOSED BY '"' LINES TERMINATED BY '\n' IGNORE 1 ROWS;

*Now your data has been imported into the complaints database.
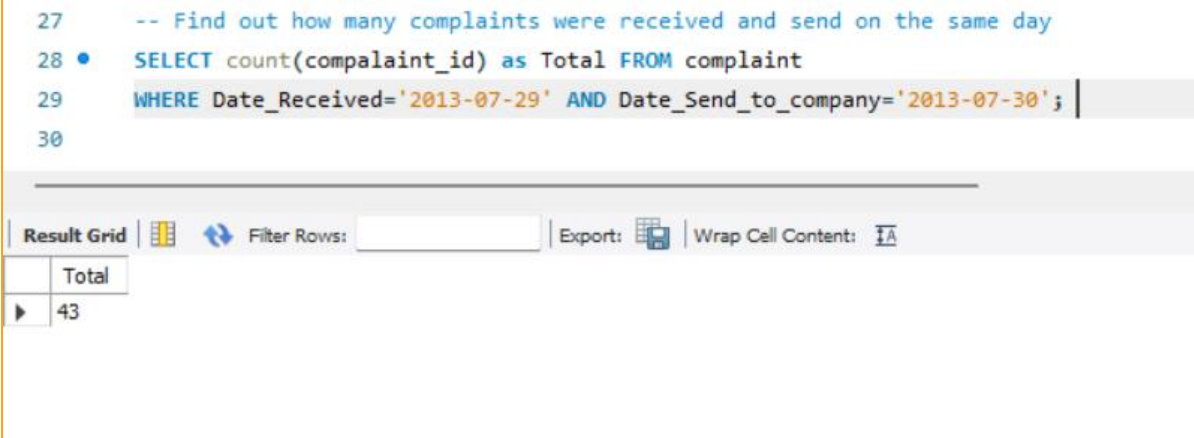
Problem Statements

Que1. Find out how many complaints were received and send on the same day.

Code- SELECT count(compalaint_id) as Total FROM complaint

WHERE Date_Received='2013-07-29' AND Date_Send_to_company='2013-07-30';

Output-

```
27      -- Find out how many complaints were received and send on the same day
28 •    SELECT count(compalaint_id) as Total FROM complaint
29      WHERE Date_Received='2013-07-29' AND Date_Send_to_company='2013-07-30';
30
```

| Result Grid | Filter Rows: | Export: | Wrap Cell Content: |

Total
43

Que2. Extract all complaints received in the state of New York

Code- SELECT * FROM complaint

WHERE State_Name = 'NY';

Output-

```
31      -- Extract all complaints received in the state of New York
32 •    SELECT * FROM complaint
33      WHERE State_Name = 'NY';
34
```

	Date_Received	Product_Name	Sub_Product	Issue	Sub_Issue	ConsumerComplaintNarrativ
▶	2013-07-29	Bank account or serv	Checking account	Account opening, closing, or management		
	2013-07-29	Mortgage	Conventional fixed m	Loan modification,collection,foreclosure		
	2013-07-29	Mortgage	Conventional fixed m	Loan modification,collection,foreclosure		
	2013-07-29	Mortgage	Conventional fixed m	Application, originator, mortgage broker		

complaint 7 ✕

Output

Action Output

	#	Time	Action	Message
✔	7	09:14:49	SELECT count(compalaint_id) as Total FROM complaint WHERE Date_Received='2013-07-29' AND Date_S...	1 row(s) returned
✔	8	09:17:22	SELECT * FROM complaint WHERE State_Name = 'NY'	4413 row(s) returned

Que3. Extract all complaints received in the states of New York and California

Code- SELECT * FROM complaint

WHERE State_Name = 'NY' OR State_Name = 'CA';

Output-

```
35      -- Extract all complaints received in the states of New York and California
36 •    SELECT * FROM complaint
37      WHERE State_Name = 'NY' OR State_Name = 'CA';
```

	Date_Received	Product_Name	Sub_Product	Issue	Sub_Issue	ConsumerComplaintNarrative
▶	2013-07-29	Bank account or serv	Checking account	Using a debit or ATM card		
	2013-07-29	Bank account or serv	Checking account	Account opening, closing, or management		
	2013-07-29	Mortgage	Other mortgage	Loan servicing, payments, escrow account		
	2013-07-29	Mortgage	Other mortgage	Loan modification,collection,foreclosure		

complaint 8 ✕

Output

Action Output

	#	Time	Action	Message
✔	8	09:17:22	SELECT * FROM complaint WHERE State_Name = 'NY'	4413 row(s) returned
✔	9	09:18:35	SELECT * FROM complaint WHERE State_Name = 'NY' OR State_Name = 'CA'	13668 row(s) returned

Que4. Extract all the rows with the word 'Credit' in the product field.

Code- SELECT Product_Name FROM complaint

WHERE Product_Name LIKE '%Credit%';

Output-

```
39      -- Extract all the rows with the word 'Credit' in the product field
40 •    SELECT Product_Name FROM complaint
41      WHERE Product_Name LIKE '%Credit%'; |
```

Result Grid	Filter Rows:	Export:	Wrap Cell Content: $\underline{\text{IA}}$	Fetch rows:

Product_Name
► Credit card
Credit card
Credit reporting
Credit reporting
Credit card

complaint 9 ×

Output

Action Output ▼

	#	Time	Action	Message
✅	9	09:18:35	SELECT * FROM complaint WHERE State_Name = 'NY' OR State_Name = 'CA'	13668 row(s) returned
✅	10	09:19:46	SELECT Product_Name FROM complaint WHERE Product_Name LIKE '%Credit%'	18564 row(s) returned

Que5. Extract all the rows with the word 'Late' in the issue field

Code- SELECT Issue FROM complaint

WHERE Issue LIKE '%Late%';

Output-

```
43      -- Extract all the rows with the word 'Late' in the issue field
44 •    SELECT Issue FROM complaint
45      WHERE Issue LIKE '%Late%';
```

Result Grid	Filter Rows:	Export:	Wrap Cell Content: $\underline{\text{IA}}$

Issue
► Late fee
Late fee
Late fee
Late fee
Late fee

complaint 10 ×

Output

Action Output ▼

	#	Time	Action	Message
✅	10	09:19:46	SELECT Product_Name FROM complaint WHERE Product_Name LIKE '%Credit%'	18564 row(s) returned
✅	11	09:20:35	SELECT Issue FROM complaint WHERE Issue LIKE '%Late%'	312 row(s) returned