1. **The name that characterizes the data set**

Consumer Complaints

1. **The organization that generated it**  
     
   HEEMALI CHAUDHARI – Public data from *https://data.world/*
2. **Include an internet link where they can be downloaded online and submit as a spreadsheet along with your corresponding report.**[**https://www.kaggle.com/datasets/heemalichaudhari/consumer-complaints**](https://www.kaggle.com/datasets/heemalichaudhari/consumer-complaints)
3. **Describes the data set. What data does it contain?**  
     
   The consumer complaint dataset is a collection of information about complaints made by consumers about products or services. It includes details about the complaint, such as the product or service being complained about, the nature of the complaint, and any resolution that was reached. Some consumer complaint datasets may also include information about the consumer, such as their location, age, and gender.
4. **What are some of the research questions you could answer with this data? List at least EIGHT (do not answer the questions).**a) What are the primary complaint trends in each product - service?  
   b) What potential problems can we identify for each type of product - service?  
   c) Which complaints are more common in each category?  
   d) What changes in the complaints can we identify in time for each product – service?  
   f) Are there any differences in the complaints when we make demographic cuts?  
   g) Which companies or products have more complaints and how they manage each case (response – time)?
5. **Which stakeholder (company, sector of society, decentralized body, government, etc.) would be interested in the questions you identified in point 6?**

Any company that give or sell a service, for example retail companies, banks, etc.