**Project name:** Complaint Analysis and prediction using nlp.

**Problem statement:** There are different features present and our goal is to predict the complaint category based on those attributes.

**Solution statement:** There are a lot of complaints generated everyday, by analyzing each complaint category, a lot of time can be saved as those complaints would be directly forwarded to the respective department.

**Technologies used:** Methods of nan handling, text cleaning including removing of stopwords, tokenization and word lemmatizing. The model used to predict the complaint category are multinomial naïve bayes along with confusion matrix and linear regression.

**Results achieved:** multinomialNB produced better results than linear regression