

Complaint Analytics Report

Department: All Departments

Analytics

Total Complaints: 15

Open: 3

Resolved: 6

Escalated: 2

Duplicate: 0

Pending: 0

Submitted: 2

AI Summary:

Themes:

1. Payroll Issues:

- Delayed Salary
- Salary Delay for April
- My Form 16 is wrong
- Extra tds cut

2. Technical Difficulties:

- BSOD
- System automatic reboot
- Projector Not Working in Conference Room
- Laptop Not Working

3. Facilities and Infrastructure:

- Pantry Supplies Unavailable
- Water Leakage in Building A
- Internet Connectivity Issue

4. Employee Relations:

- Leave Not Approved
- Code of Conduct Breach

Suggestions and Observations:

- Address the payroll issues promptly and ensure accurate and timely payment of salaries.
- Provide technical support and maintenance for equipment to prevent disruptions in work.
- Maintain adequate supplies in common areas like the pantry for employee convenience.
- Conduct regular maintenance checks to prevent infrastructure issues like water leaks.
- Ensure thorough and detailed training sessions for employees to effectively perform their roles.
- Improve communication and timely responses to leave requests and employee complaints to enhance employee relations.
- Implement a robust code of conduct policy and have a process in place to handle harassment complaints promptly and effectively.

Overall, addressing these employee complaints proactively will help improve employee satisfaction, productivity, and overall work environment within the organization.

Complaints Table

Title	Status	Date
Delayed Salary	Resolved	2025-04-20
BSOD	Resolved	2025-04-20
System automatic reboot	Resolved	2025-04-20
Pantry Supplies Unavailable	Resolved	2025-04-21
Projector Not Working in Conference Room	In Progress	2025-04-19
Laptop Not Working	Open	2025-04-18
Internet Connectivity Issue	Resolved	2025-04-20
Water Leakage in Building A	Escalated	2025-04-17
Inadequate Training	Open	2025-04-16
Salary Delay for April	In Progress	2025-04-22
Leave Not Approved	Resolved	2025-04-21
Code of Conduct Breach	Open	2025-04-15
Test	Submitted	2025-04-20
Test	Escalated	2025-04-21
My Form 16 is wrong	Submitted	2025-05-02