

Questions:

1. What is the frequency distribution of company responses to consumer complaints?
2. What percentage of complaints were disputed by consumers?
3. What is the average number of days for companies to respond to complaints?
4. What are the top 5 most common issues in credit card complaints?
5. What percentage of complaints received monetary relief from the company?
6. Which company had the highest rate of disputes?
7. Are there differences in dispute rates by submission method?
8. Do older Americans have higher complaint rates than other consumers?
9. Which issue has seen the biggest increase in complaints over time?
10. Predict the likelihood of a timely company response based on available complaint data.