

IELTS Writing Task 1 Academic – Report – Sample 026

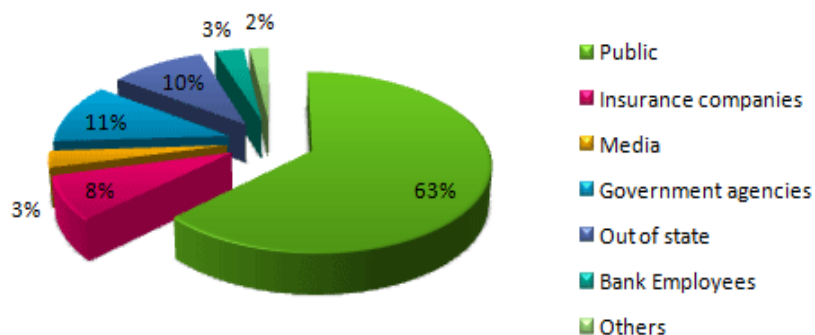
You should spend about 20 minutes on this task.

The graphs indicate the source of complaints about the bank of America and the amount of time it takes to have the complaints resolved.

Summarise the information by selecting and report in the main features, and make comparisons where relevant.

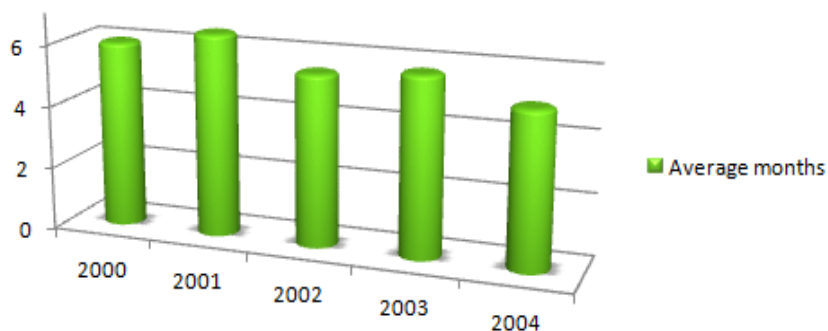
Write at least 150 words

Source of Complaints



Model answer:

Average Time from Investigation Data to final Action



The two graphs depict different information related to complaints within the bank of America. The pie graph shows the sources of complaints, while the bar graph illustrates the average time taken between investigation into complaints and final action taken.

In general, by far the highest number of complaints against the bank of America originated from the public. The bar graph shows the average time period between investigation and action is around 5 months.

63% of all complaints against the bank of America are lodged by the public. Of the remaining 37% of complaints, the figures can be grouped into percentages between 11 and 8%, which are made up of government agencies, out-of-state agencies, and insurance companies. Then interestingly, media and bank employee made up an equal figure, 3% in the chart.

The bar graph shows that 2001 had the highest waiting time for complaints of medical misconduct at 6 months. Although there is a significant drop from 6 months in 2001 to 5 months in 2002, all previous and

proceeding years display an average waiting period of 5 months. Despite this, over time the average waiting period is decreasing.

(191 words)