

# Project Documentation of ResolveNow: Your Platform for Online Complaints

## Overview

This is a full-stack web application that allows users to submit and track complaints, while admins manage them via a secure dashboard. Built with React.js, Express.js, and MongoDB Atlas, it includes authentication, RESTful APIs, and modern UX.

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## Tech Stack

Layer	Technology
Frontend	React.js, Axios
Backend	Node.js, Express.js
Database	MongoDB Atlas
Auth	JWT, bcrypt
Environment	.env variables

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## Project Structure

```
complaint-registery-master/  
├── backend/  
│   ├── server.js  
│   ├── routes/  
│   ├── models/  
│   └── .env  
└── frontend/  
    ├── public/  
    └── src/  
        ├── components/  
        ├── pages/  
        └── index.js
```

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## MongoDB Models

### User Model

```
{
  username: String,
  email: String,
  password: String,
  role: String // 'user' or 'admin'
}
```

### Complaint Model

```
{
  userId: ObjectId,
  title: String,
  description: String,
  status: String, // 'Pending', 'Resolved'
  createdAt: Date
}
```

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### Environment Variables

.env file in backend/

MONGO\_URI=mongodb+srv://<username>:<password>@cluster0.mongodb.net/complaintDB

JWT\_SECRET=yourJWTSecret

PORT=8000

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### REST API Endpoints

#### Auth

- POST /api/register – Register user
- POST /api/login – Authenticate

#### Complaints

- POST /api/complaints – Submit complaint
- GET /api/complaints – All complaints (admin)
- GET /api/complaints/:id – View single complaint
- PUT /api/complaints/:id – Update status (admin)

JWT required for all protected routes

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## How to Run

### Backend

cd backend

npm install

node index.js

### Frontend

cd frontend

npm install

npm start

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## Completed Features

- User login/register
  - Complaint submission & history
  - Admin complaint dashboard
  - MongoDB integration
  - Frontend/backend connection
  - JWT authentication
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## Future Features

- Email notifications
  - Filter/search complaints
  - File uploads
  - Agent assignment
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