

Your Platform For Online Complaint Registration and Management System



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ABSTRACT

The Online Complaint Registration and Management System is a centralized platform for handling complaints, utilizing React, Express, MongoDB, and Node.js environments. It utilizes REST APIs like Postman API for efficient handling. Key functionalities include automated notifications, intelligent complaint routing, and robust security measures, enhancing operational workflows, customer satisfaction, and compliance with industry regulations.

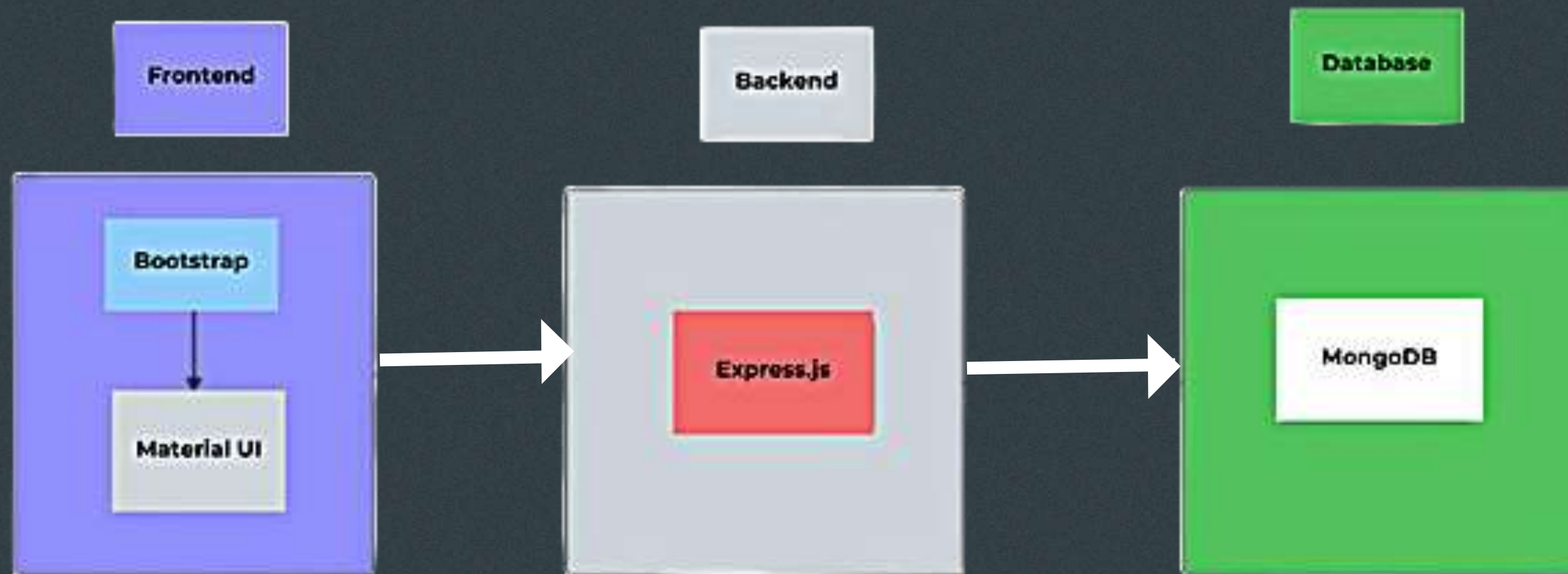


INTRODUCTION

Complaint management is crucial for organizations to uphold customer satisfaction and reputation. The Online Complaint Registration and Management System simplifies the process, empowering users to report issues and interact with agents. It enhances operational efficiency, ensures compliance with regulations, and fosters transparency, accountability, and improved service quality.



ARCHITECTURE DIAGRAM



PROPOSED SYSTEM

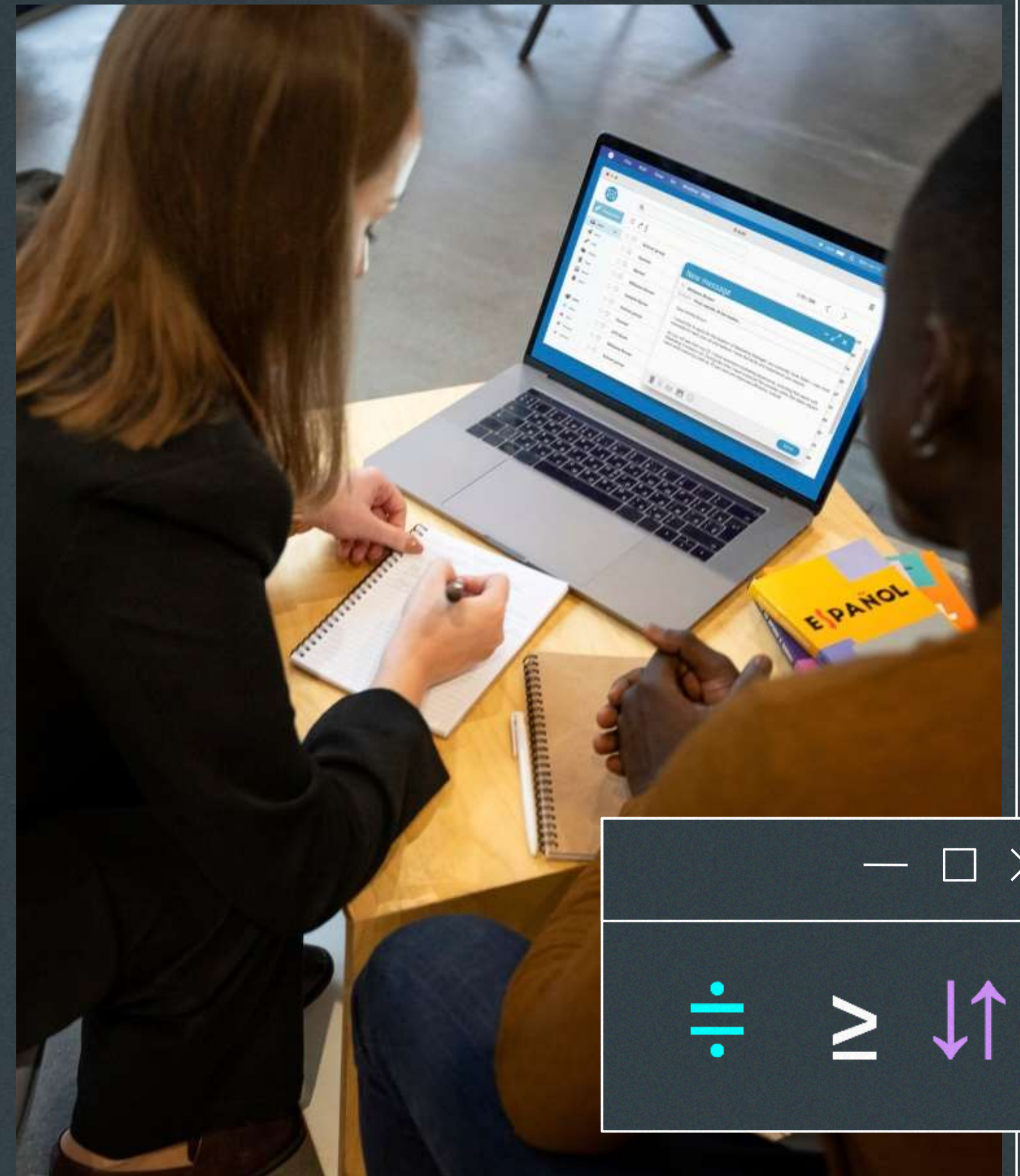
The System streamlines complaint handling through a centralized platform. Key features include:

- Real-Time Tracking: Enables instant monitoring of complaint status.
- Automated Notifications: Keeps users updated on progress and resolutions.
- Intelligent Routing: Directs complaints to appropriate agents based on set criteria.
- Enhanced Security: Protects user data and ensures compliance.



FRONTEND

The system's frontend, built with React, offers a user-friendly interface with features like complaint submission, status tracking, and admin dashboard. It includes real-time validation, responsive design, and instant updates through efficient state management. React's API integration ensures seamless data flow with the backend.





BACKEND

The backend, powered by Express, Node.js, and MongoDB, supports complaint handling, user registration, and status updates. Express manages routing, Node.js allows efficient, non-blocking processes, and MongoDB stores complaint data securely. RESTful APIs enable smooth interaction, making the system reliable and responsive.



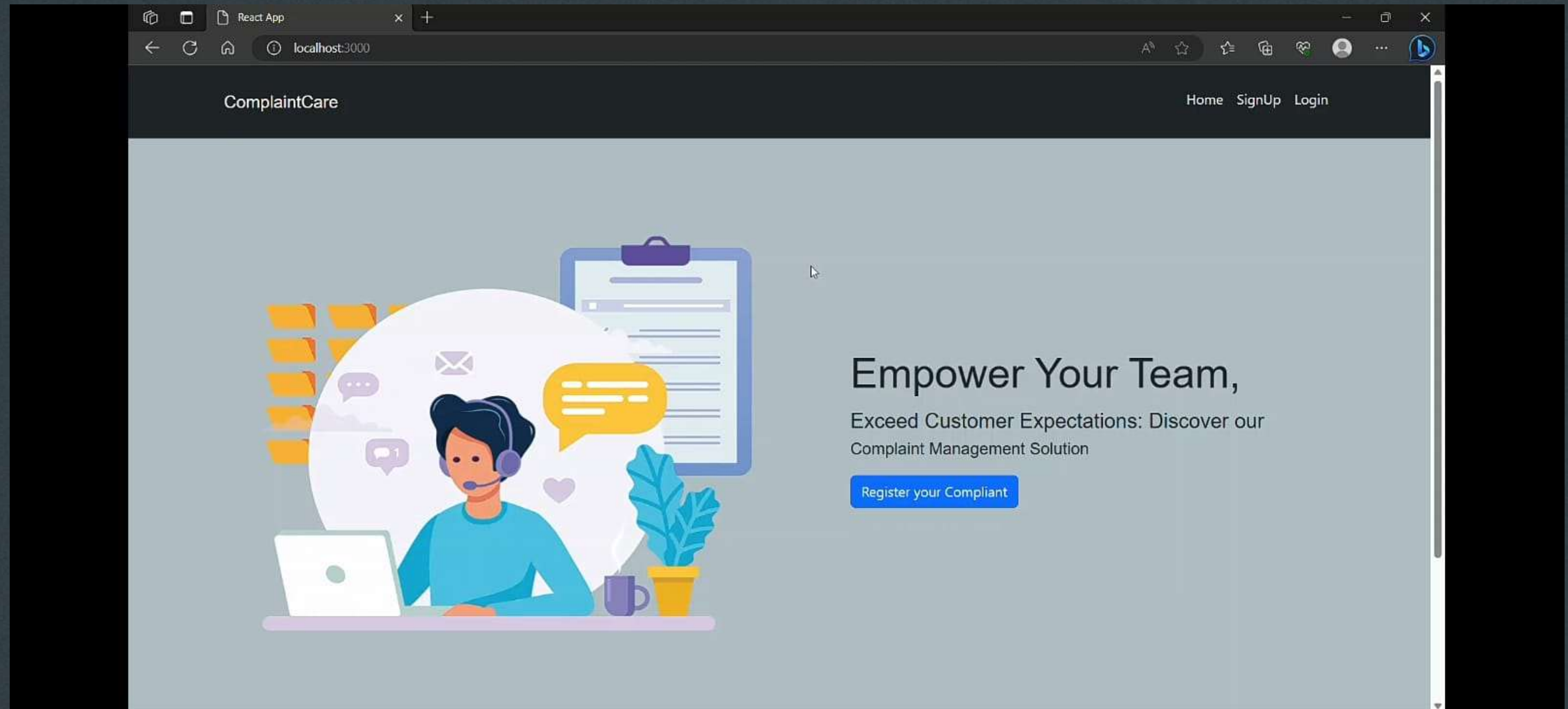
INTEGRATION



To manage user requests like complaint registration, status tracking, and user administration, the React-built frontend communicates with the backend.

- Express.js acts as the server framework, controlling the API routes that allow data to flow between the database and the client. While MongoDB stores and gets complaint data in real-time, the Node.js backend handles these queries asynchronously to ensure effective and non-blocking data flow.
- Postman was used for API testing to verify that all RESTful endpoints for creating, reading, amending, and removing complaints operate as intended, ensuring a seamless integration.

- Landing Page



- Registration Page

ComplaintCare Home SignUp Login

SignUp For Registering the Complaint

Please enter your Details

Full Name

Email

Password

Mobile No.

Select User ▼

Select User Type

- Login Page

The screenshot shows a web browser window with the following elements:

- Browser Tab:** React App
- Address Bar:** localhost:3000/Login
- Header:** ComplaintCare (left), Home SignUp Login (right)
- Main Content:**
 - Title:** Login For Registering the Complaint
 - Instruction:** Please enter your Credentials!
 - Email Field:** A text input field with a cursor, labeled Email below it.
 - Password Field:** A text input field with a cursor, labeled Password below it.
 - Login Button:** A button labeled Login.

- Common Dashboard For Complaint

The screenshot shows a web browser window with a single tab titled "React App". The address bar displays "localhost:3000/HomePage". The browser's toolbar includes navigation icons (back, forward, home), a search icon, and various utility icons (star, share, etc.).

The application's header is dark blue and contains the text "Hi, John Doe" on the left. In the center, there are two links: "Complaint Register" and "Status", with the mouse cursor hovering over "Status". On the right side of the header is a red "LogOut" button.

The main content area has a light blue background. Centered within this area is a white registration form with a dark blue border. The form contains the following fields:

- Name**: A text input field.
- Address**: A text input field.
- City**: A text input field.
- State**: A text input field.
- Pincode**: A text input field.
- Status**: A dropdown menu currently showing "type pending".
- Description**: A large text area for a detailed description.

At the bottom center of the form is a green "Register" button.

The footer of the application is a dark blue bar with the text "ComplaintCare" centered.

CONCLUSION

The Online Complaint Registration and Management System is a significant advancement in handling complaints, promoting transparency and efficiency. It provides a user-friendly platform for resolving complaints, ensuring regulatory compliance and protecting sensitive data. Future enhancements will enhance the system's capabilities, fostering continuous improvement and customer satisfaction.

