**Complaint Management System – Requirements Document**

**1. Industry**

*(Specify industry: e.g., E-commerce, Telecom, Healthcare, Education, etc.)*

**2. Key User Roles**

1. **End User (Customer/Complainant)**
   * Can submit, track, and update their complaints.
   * Can view complaint history and receive notifications.
2. **Admin**
   * Manages all complaints (view, assign, resolve, close).
   * Manages categories, statuses, and system settings.
   * Generates reports and monitors system performance.

**3. Functional Requirements**

**For End User**

* Submit a complaint via **web/mobile interface**.
* System generates a **unique complaint ID** for tracking.
* Ability to **attach files** (screenshots, documents).
* View the **status and history** of submitted complaints.
* Receive **notifications** (email/SMS/app) when complaint status changes.
* Ability to add **follow-up comments or additional details**.

**For Admin**

* View all complaints in a **dashboard with filters** (by status, date, category, user).
* Update complaint details (status: New → In Progress → Resolved → Closed).
* Add internal notes and resolution details.
* **Assign priority levels** (Low, Medium, High).
* Manage **complaint categories** (e.g., Billing, Product Issue, Service Delay).
* Close complaints once resolved and add a resolution summary.
* Generate **reports** (daily, weekly, monthly) on complaint volume, resolution time, and categories.

**4. Non-Functional Requirements**

* **Usability:** Easy-to-use interface for customers with minimal steps.
* **Performance:** Complaint submission and dashboard load within 2–3 seconds.
* **Security:** Role-based access (end users cannot see others’ complaints).
* **Data Protection:** All complaints stored securely; encrypted in transit and at rest.
* **Reliability:** 99% system uptime for accessibility.
* **Scalability:** Should handle increasing number of complaints as business grows.

**5. System Integration Points**

* **Email/SMS Gateway** for complaint status notifications.
* **Authentication** (basic username/password or Single Sign-On).
* **Industry-specific integration (optional):** e.g., Order system (E-commerce), Patient Records (Healthcare).

**6. Reporting Requirements**

* Admin should be able to view:
  + Total complaints received.
  + Open vs. closed complaints.
  + Average resolution time.
  + Complaints by category.
* Reports exportable in **Excel/PDF/CSV**.
* Dashboard should display **key metrics** at a glance.