**Relational Notation**

**User**(userID, password, contactNum, firstName, lastName, middleName, gender, age)

**contactNum**(contactNum, userID)

**Fk** userID references User

**Customer**(userID, email, userID)

**Fk** userID references User

**Address**(street, parish, town)

**Account**(accountID, accountStatus, amountDue, userID)

**Fk** userID references Customer

**Complaint**(complaintID, status, detailOfIssue, typeOfIssue, dateRaised, accountID)

**Fk** accountID references Account

**Message**(messageID, read, text, date, recepientID, senderID, complaintID)

**Fk** recepientID references User

**Fk** senderID references User

**Fk** complaintID references Complaint

**Payment**(paymentID, paymentStatus, paymentDueDate, accountID)

**Fk** accountID references Account

**Service**(serviceID, typeOfService, dateInitiated, status, accountID)

**Fk** accountID references Account

**Bill**(billID, date, periodStart, periodEnd, amount, due, serviceID)

**Fk** serviceID references Service

**Visit**(visitID, dateOfVisit, scheduleDate, complete)

**Employee**(userID, role, status)

**EmployeeVisit**(employeeVisitID, visitID, empID)

**Fk** visitID references Visit

**Fk** empID references Employee

**EmployeeComplaint**(employeeComplaintID, empID, complaintID)

**Fk** empID references Employee

**Fk** complaintID references Complaint

**ComplaintVisit**(complaintVisitID, complaintID, visitID)

**Fk** complaintID references Complaint

**Fk** visitID references Visit

**Response**(responseID, detail, responseDate, complaintID)\*\*

**Fk** complaintID references Complaint