Use wireframing tools or software (e.g., Adobe XD, Sketch, Figma, or even pen and paper) to create wireframes for key pages of the website, including:

* ~~Home page~~
* ~~Product listing page~~
* ~~Product details page~~
* Shopping cart page
* Checkout process (multiple steps)
* Complaint submission form
* Complaint details/status page
* Event calendar/announcement section