

# ONLINE COMPLAINT MANAGEMENT SYSTEM

## USE CASE 1: Submit Complaint

Field	Details
Use Case ID	UC-01
Name	Submit Complaint
Created By	Project Team
Created Date	2026-02-24
Updated By	Project Team
Updated Date	2026-02-24
Actor	User
Description	Allows registered users to submit complaints through the system.
Precondition	User must be registered and logged in.
Postcondition	Complaint is stored in database with unique complaint ID.
Normal Flow	1. User logs in 2. Selects 'Submit Complaint' 3. Enters title, category, description 4. Submits complaint 5. System generates complaint ID.
Alternate Flow	If required fields are empty, system shows validation error.
Frequency of Use	High
Priority	High
Business Rule	Only authenticated users can submit complaints.
Assumptions	User has internet connection and valid login credentials.

## USE CASE 2: Update Complaint Status (Warden)

Field	Details
Use Case ID	UC-02
Name	Update Complaint Status
Created By	Project Team
Created Date	2026-02-24
Updated By	Project Team
Updated Date	2026-02-24
Actor	Warden

Description	Allows warden to update the status of assigned complaints.
Precondition	Warden must be logged in.
Postcondition	Complaint status is updated in the system.
Normal Flow	1. Warden logs in 2. Views assigned complaints 3. Selects complaint 4. Updates status and adds remarks 5. Saves changes.
Alternate Flow	If complaint is not assigned, access is denied.
Frequency of Use	Medium
Priority	High
Business Rule	Warden can update only assigned complaints.
Assumptions	Complaints are properly assigned to wardens.

### USE CASE 3: Generate Report (Admin)

Field	Details
Use Case ID	UC-03
Name	Generate Complaint Report
Created By	Project Team
Created Date	2026-02-24
Updated By	Project Team
Updated Date	2026-02-24
Actor	Admin
Description	Allows admin to generate reports of complaints.
Precondition	Admin must be logged in.
Postcondition	Report is displayed or generated successfully.
Normal Flow	1. Admin logs in 2. Selects report option 3. Applies filters 4. System generates report.
Alternate Flow	If no data available, system shows 'No Records Found'.
Frequency of Use	Low
Priority	Medium
Business Rule	Only admin can generate system-wide reports.
Assumptions	Database contains complaint records.