Project Report: Your Platform for Online Complaints

# 1. INTRODUCTION

## 1.1 Project Overview

This project is a web-based platform designed for users to register and manage complaints online. It streamlines the complaint handling process, ensuring transparency, tracking, and resolution within organizations or institutions.

## 1.2 Purpose

The purpose of this platform is to provide a centralized, easy-to-use interface for users to lodge complaints, and for administrators to manage and resolve them efficiently.

# 2. IDEATION PHASE

## 2.1 Problem Statement

Manual complaint systems are time-consuming, lack transparency, and offer poor user experience. There is a need for a digital platform to enhance complaint tracking and accountability.

## 2.2 Empathy Map Canvas

• Says: “I need to report an issue but don’t know whom to contact.”  
• Thinks: “Will my complaint be taken seriously?”  
• Feels: Frustrated with slow resolution.  
• Does: Visits multiple departments or offices.

## 2.3 Brainstorming

• A user dashboard for submitting and tracking complaints.  
• Admin dashboard for managing and resolving complaints.  
• Email notifications for status updates.  
• Firebase for authentication and database.

# 3. REQUIREMENT ANALYSIS

## 3.1 Customer Journey Map

1. User logs in/registers.  
2. Submits a complaint.  
3. Receives a ticket ID.  
4. Gets notified when status changes.  
5. Admin reviews and resolves the issue.

## 3.2 Solution Requirement

• Frontend: HTML, CSS, JavaScript  
• Backend: Firebase Authentication & Firestore  
• Hosting: Firebase Hosting

## 3.3 Data Flow Diagram

User → Complaint Form → Firebase (Auth & DB) → Admin Review → Update Status → Notify User

## 3.4 Technology Stack

• Firebase  
• HTML5/CSS3  
• JavaScript (Vanilla or React)  
• GitHub for version control