

Project Report: Online Complaint Registration and Management System

An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered. It can help optimize the complaint handling process and empower organizations to develop a safety management system to efficiently resolve customer complaints, while staying in line with industry guidelines and regulatory compliance obligations. It provides a centralized platform for managing complaints, streamlining the complaint resolution process, and improving customer satisfaction.

It consists of some key features which include:

- User registration: Users can create accounts to submit complaints and track their progress.
- Complaint submission: Users can enter details of their complaints, including relevant information such as name, description of the issue, address etc.
- Tracking and notifications: Users can track the progress of their complaints, view updates, and receive notifications via email or SMS when there are any changes or resolutions.
- User can interact with the agent who has assigned the complaint.
- Assigning and routing complaints: The system assigns complaints to the appropriate department or personnel responsible for handling them. It may use intelligent routing algorithms to ensure efficient allocation of resources.
- Security and confidentiality: The system ensures the security and confidentiality of user data and complaint information through measures such as user authentication, data encryption, access controls, and compliance with relevant data protection regulations.

DESCRIPTION

The Online Complaint Registration and Management System is a user-friendly software solution designed to streamline the process of submitting, tracking, and resolving complaints or issues encountered by individuals or organizations. It provides a centralized platform for efficient complaint management, allowing users to securely register complaints, track their progress in real-time, and

interact with assigned agents for issue resolution. With features such as automatic notifications, intelligent complaint routing, and robust security measures, this system ensures timely and effective handling of complaints while prioritizing user details.

SCENARIO

Scenario: John, a customer, recently encountered a problem with a product he purchased online. He notices a defect in the item and decides to file a complaint using the Online Complaint Registration and Management System.

- John registers and logs in.
- He submits his complaint with details.
- He tracks the complaint and receives notifications.
- He interacts with an assigned agent.
- The complaint is resolved, and John provides feedback.

TECHNICAL ARCHITECTURE

The technical architecture of our online complaint registration and management app follows a client-server model, where the frontend serves as the client and the backend acts as the server. The frontend utilizes Bootstrap and Material UI for enhanced UI, and connects to the backend via RESTful APIs using axios.

The backend uses Express.js to handle server-side logic. MongoDB is used for data storage, providing efficient, scalable storage and retrieval of user data and complaint records.

This architecture ensures reliable data access, real-time communication, and a seamless user experience.