

Online Complaint Registration Platform - Documentation

1. Project Overview

This is a full-stack web application for an Online Complaint Registration Platform. Users can submit complaints, which are stored in a MongoDB database. Admins can assign these complaints to agents, and users can track the status of their complaints.

2. Folder Structure

- client/
 - index.html (User interface)
 - admin.html (Admin interface)
 - agent.html (Agent view)
 - styles.css (Frontend styles)
- server/
 - server.js (Main backend server)
 - .env (Environment variables)
 - models/Complaint.js (MongoDB complaint schema)
 - routes/complaintRoutes.js (Express API routes)
- package.json (Backend dependencies)

3. Features

- Submit complaints with name, phone, email, and description
- Admin dashboard to view and assign complaints
- Agent dashboard to view assigned complaints
- Check complaint status by ID

4. Technologies Used

- Frontend: HTML, CSS, JavaScript
- Backend: Node.js, Express.js, MongoDB, Mongoose

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- Other: dotenv, cors, body-parser

5. Setup Instructions

1. Install Node.js and MongoDB.
2. Create a `.env` file in the `server/` directory with the following:
`MONGO_URI=mongodb://localhost:27017/complaints`
`PORT=6000`
3. Run `npm install` in the root directory.
4. Start MongoDB using `mongod`.
5. Run the backend server using `node server/server.js`.
6. Open `index.html` using Live Server or a browser.

6. Screenshots / Working Images

Include screenshots of the following pages:

- Complaint form (index.html)
- Admin dashboard (admin.html)
- Agent dashboard (agent.html)

You can capture them using your browser after running the project.