

Project Design: Online Complaint Submission Platform

Date	26-06-2025
Team ID	LTVIP2025TMID53167
Project Name	Resolve Now: platform For online Complaints
Maximum Marks	2 Marks

Proposed Solution

To address the challenges faced in the complaint management process, we propose a comprehensive online complaint platform. This platform will streamline the complaint submission and resolution process for users and administrators alike. The proposed solution includes:

1. A user-friendly web/mobile interface for submitting complaints with category selection and detailed descriptions.
2. Ability to attach media files (images, videos, documents) as evidence.
3. Integration with GPS to allow location-based complaint tagging.
4. Automated routing of complaints to relevant departments or personnel using a categorization and assignment engine.
5. Real-time tracking and status updates for complaints, with expected resolution timelines.
6. Notification system to inform users about the progress of their complaints.
7. A feedback mechanism to collect user satisfaction ratings post-resolution.
8. Analytics and reporting dashboard for administrators to monitor performance metrics.

This solution aims to make complaint resolution more transparent, efficient, and user-centric, while also