**📝 Test Plan – Complaint Management System**

**1. Objective**  
To validate the functionality, usability, and reliability of the Complaint Management System, ensuring users can register, submit complaints, track status, and admins can manage complaints effectively.

**2. Scope**

* **In Scope:**
  + User Registration & Login
  + Complaint Submission Form
  + Complaint Tracking by User
  + Admin Complaint Management (update status, assign complaint)
  + Search & Filter Complaints
  + Logout functionality
* **Out of Scope:**
  + Performance testing (load under 1000+ users)
  + Security testing (SQL injection, penetration testing)

**3. Features to be Tested**

* Registration & Login workflows
* Complaint submission & validation of fields
* Complaint tracking (status updates visible to users)
* Role-based access (User vs Admin)
* Search/filter complaints
* Logout functionality

**4. Testing Approach**

* Functional testing (main flows)
* Smoke testing (basic navigation, login, logout)
* Regression testing (after bug fixes in forms and complaint status updates)
* Exploratory testing (try unexpected inputs in forms)

**5. Test Deliverables**

* Test Scenarios Document
* Test Cases (Excel/Sheets)
* Bug Report (Excel/Sheets with screenshots)
* Regression Suite
* Test Summary Report

**6. Entry & Exit Criteria**

* **Entry:** Application deployed and accessible.
* **Exit:** All planned test cases executed, critical bugs fixed, regression testing passed.

**7. Tools**

* MS Excel/Google Sheets (test cases & bug reporting)
* GitHub (project proof storage)