

# ■ Complaint Registry System

## ■ A Full Stack Web-Based Complaint Management Project

### ■ Submitted by

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### ■ Project Objective

To build a full-stack complaint management system that allows users to register complaints, agents to resolve assigned complaints, and administrators to manage the workflow efficiently. The system ensures transparency, structured tracking, and real-time communication.

### ■ Tools & Technologies Used

- React.js (Frontend Development)
- Node.js and Express.js (Backend Development)
- MongoDB and Mongoose (Database)
- Axios (API communication)
- Bootstrap and MDB UI Kit (User Interface Design)
- VS Code (Development Environment)

### ■ System Information

The system contains different modules including user, agent, and administrator. Each module has specific functionalities such as complaint submission, assignment, and resolution.

### ■ Project Workflow

- User registers and logs into the system.
- User submits complaint with complete details.
- Admin views complaints and assigns them to agents.
- Agent resolves complaint and updates status.
- User can track complaint progress and communicate using chat.

## ■ System Features

- Secure user authentication system
- Complaint submission and tracking
- Admin assignment system
- Agent complaint resolution system
- Real-time chat functionality
- Responsive web interface

## ■ Web Application Features

- User registration and login interface
- Complaint submission form
- Complaint status tracking dashboard
- Admin management panel
- Agent resolution interface
- Real-time communication system

## ■ Key Highlights

- Full-stack implementation using modern technologies
- Efficient complaint tracking system
- Structured database design
- User-friendly interface
- Scalable and secure architecture

## ■ Contact Us

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## ■ Special Thanks

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## ■ Conclusion

This project demonstrates how modern full-stack technologies can be used to build efficient complaint management systems. It improves communication, tracking, and resolution processes, and can be extended for real-world deployment.