

# ABSTRACT

The online complaint board application is designed to provide a platform for college students to raise complaints and get them resolved by the administrators. The application supports multiple login methods, including college ID, mobile number, and Google social login. The system consists of three sub-admins categorized into technical, civil, and infrastructural departments, along with a main admin who has access to all departments.

## Key Features

**User Authentication:** The application supports login using college ID, mobile number, or Google social login. This ensures secure access to the system and personalized user experiences.

**Complaint Submission:** Students can raise complaints by providing details such as category, description, and any supporting documents. The complaint submission form allows students to specify the department related to their complaint.

**Department Categorization:** The system categorizes complaints into different departments, such as technical, civil, and infrastructural, based on the selected category. This allows administrators to handle complaints efficiently within their respective domains.

**Complaint Tracking:** Users can track the status of their complaints, including whether it is pending, under review, or resolved. This feature provides transparency and updates to students regarding the progress of their complaints.

**Admin Dashboard:** The administrators, including the main admin and sub-admins, have access to a dashboard where they can view and manage complaints assigned to their respective departments. The dashboard provides an overview of pending and resolved complaints.

**Complaint Resolution:** Admins can review and take necessary actions on the complaints assigned to them. They can provide responses, assign tasks to other admins, or mark complaints as resolved. This allows for efficient collaboration and resolution of issues.

**Notifications:** The system sends notifications to students to keep them informed about the progress of their complaints. Notifications can be sent via email or in-app notifications, ensuring timely communication and updates.