RESOLVE NOW: PLATFORM FOR ONLINE COMPLAINTS

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INTRODUCTION

- Complaints are often handled manually
- Manual systems are slow and inefficient
- Users face difficulty in tracking complaints
- Need for a digital solution
- Digital platforms improve accessibility
- Reduces dependency on physical offices

PROBLEM STATEMENT

- No centralized complaint system

- Lack of transparency

- Delay in resolution

- Poor record management

- Complaints may be lost or ignored

- No proper communication channel

PROJECT OBJECTIVES

- Simplify complaint registration

- Improve response time

- Enable complaint tracking

- Maintain secure digital records

- Increase user satisfaction

- Ensure accountability

PROPOSED SOLUTION

- Web-based complaint platform

- Centralized system

- Automated tracking

- Secure login system

- Faster grievance redressal

- Better coordination between departments

SYSTEM USERS

- User – submits and tracks complaints
- Admin – manages and resolves complaints
- Support Staff – handles assigned complaints
- Clearly defined user roles
- Controlled access to data

TECHNOLOGY STACK

Frontend: HTML, CSS, JavaScript, React

Backend: Node.js, Express.js

Database: MongoDB

Tools: GitHub, Postman

- Scalable architecture
- Easy future enhancements

SYSTEM WORKFLOW

1. User logs in

2. Complaint submitted

3. Data stored in database

4. Admin reviews complaint

5. Status updated

6. User tracks progress

• Ensures data consistency

• Smooth frontend-backend communication

CONCLUSION

- Efficient complaint handling

- Saves time and cost

- Improves transparency

- User-friendly and scalable system

```python
from flask import Flask, render_template_string, request, redirect, url_for, flash
from datetime import datetime
import sqlite3

app = Flask(__name__)
app.secret_key = 'resolvenow2026'
DB = 'complaints.db'

def get_db():
    conn = sqlite3.connect(DB)
    conn.row_factory = sqlite3.Row
    conn.execute('''CREATE TABLE IF NOT EXISTS complaints(
        id INTEGER PRIMARY KEY AUTOINCREMENT, name TEXT, email TEXT, category TEXT,
        subject TEXT, description TEXT, status TEXT DEFAULT 'Pending',
        created TEXT, updated TEXT)''')
    conn.commit()
    return conn

HEAD = '''<!DOCTYPE html><html><head><meta charset="utf-8">
<meta name="viewport" content="width=device-width,initial-scale=1">
<title>Resolve Now</title><style>
*{margin:0;padding:0;box-sizing:border-box}
body{font-family:'Segoe UI',sans-serif;background:#f0f2f5;color:#333}
nav{background:linear-gradient(135deg,#1a73e8,#0d47a1);padding:15px 30px;display:flex;
align-items:center;justify-content:space-between;box-shadow:0 2px 8px rgba(0,0,0,.2)}
nav h1{color:#fff;font-size:1.6em} nav a{color:#fff;text-decoration:none;margin-left:20px;
font-weight:500;padding:8px 16px;border-radius:20px;transition:.3s}
nav a:hover{background:rgba(255,255,255,.2)}
.container{max-width:900px;margin:30px auto;padding:0 20px}
```

```
28   nav a:hover{background:rgba(255,255,255,.2)}
29   .container{max-width:900px;margin:30px auto;padding:0 20px}
30   .card{background:#fff;border-radius:12px;padding:25px;margin-bottom:20px;
31   box-shadow:0 2px 12px rgba(0,0,0,.08)}
32   h2{color:#1a73e8;margin-bottom:15px}
33   label{display:block;margin:10px 0 5px;font-weight:600;font-size:.9em}
34   input,select,textarea{width:100%;padding:10px 14px;border:1.5px solid #ddd;
35   border-radius:8px;font-size:.95em;transition:.3s}
36   input:focus,select:focus,textarea:focus{border-color:#1a73e8;outline:none;
37   box-shadow:0 0 0 3px rgba(26,115,232,.15)}
38   textarea{resize:vertical;min-height:100px}
39   .btn{background:linear-gradient(135deg,#1a73e8,#0d47a1);color:#fff;border:none;
40   padding:12px 28px;border-radius:8px;cursor:pointer;font-size:1em;font-weight:600;
41   margin-top:15px;transition:.3s} .btn:hover{transform:translateY(-2px);box-shadow:0 4px 12px rgba(26,115,232,.4)}
42   .btn-sm{padding:6px 14px;font-size:.85em;margin:2px;border-radius:6px;border:none;
43   color:#fff;cursor:pointer;font-weight:500}
44   .resolve{background:#34a853} .reject{background:#ea4335}
45   table{width:100%;border-collapse:collapse;margin-top:10px}
46   th,td{padding:12px 10px;text-align:left;border-bottom:1px solid #eee;font-size:.9em}
47   th{background:#f8f9fa;font-weight:700;color:#555}
48   tr:hover{background:#f5f8ff}
49   .badge{padding:4px 12px;border-radius:12px;font-size:.8em;font-weight:600;display:inline-block}
50   .b-pending{background:#fff3cd;color:#856404} .b-resolved{background:#d4edda;color:#155724}
51   .b-rejected{background:#f8d7da;color:#721c24}
52   .flash{padding:12px 20px;border-radius:8px;margin-bottom:15px;font-weight:500}
53   .flash-success{background:#d4edda;color:#155724}
54   .hero{text-align:center;padding:50px 20px;background:linear-gradient(135deg,#e8f0fe,#fff);
55   border-radius:12px;margin-bottom:25px}
56   .hero h2{font-size:2em;color:#0d47a1} .hero p{color:#666;margin-top:10px;font-size:1.1em}
```

```python
    .hero h2{font-size:2em;color:#0d47a1} .hero p{color:#666;margin-top:10px;font-size:1.1em}
    .stats{display:grid;grid-template-columns:repeat(auto-fit,minmax(150px,1fr));gap:15px;margin:20px 0}
    .stat{text-align:center;padding:20px;border-radius:10px;background:linear-gradient(135deg,#e8f0fe,#fff)}
    .stat h3{font-size:2em;color:#1a73e8} .stat p{color:#666;font-size:.9em;margin-top:5px}
    @media(max-width:600px){nav{flex-direction:column;gap:10px}table{font-size:.8em}}
    </style></head><body>
    <nav><h1>&#128737; Resolve Now</h1><div>
    <a href="/">Home</a><a href="/submit">Submit Complaint</a>
    <a href="/track">Track</a><a href="/admin">Admin</a></div></nav>
    <div class="container">
    {% with msgs = get_flashed_messages(with_categories=true) %}
    {% for cat,msg in msgs %}<div class="flash flash-{{cat}}">{{msg}}</div>{% endfor %}
    {% endwith %}
    '''

FOOT = '</div></body></html>'


def render(body, **kw):
    return render_template_string(HEAD + body + FOOT, **kw)


@app.route('/')
def home():
    c = get_db()
    total = c.execute('SELECT COUNT(*) FROM complaints').fetchone()[0]
    pending = c.execute("SELECT COUNT(*) FROM complaints WHERE status='Pending'").fetchone()[0]
    resolved = c.execute("SELECT COUNT(*) FROM complaints WHERE status='Resolved'").fetchone()[0]
    rejected = c.execute("SELECT COUNT(*) FROM complaints WHERE status='Rejected'").fetchone()[0]
    recent = c.execute('SELECT * FROM complaints ORDER BY id DESC LIMIT 5').fetchall()
    c.close()
    return render('''
```

```python
 76    def home():
 84        return render('''
 85 <div class="hero"><h2>Welcome to Resolve Now</h2>
 86 <p>Your trusted platform for filing and tracking complaints online</p></div>
 87 <div class="stats">
 88 <div class="stat"><h3>{{total}}</h3><p>Total</p></div>
 89 <div class="stat"><h3>{{pending}}</h3><p>Pending</p></div>
 90 <div class="stat"><h3>{{resolved}}</h3><p>Resolved</p></div>
 91 <div class="stat"><h3>{{rejected}}</h3><p>Rejected</p></div></div>
 92 <div class="card"><h2>Recent Complaints</h2>
 93 {% if recent %}<table><tr><th>ID</th><th>Subject</th><th>Category</th><th>Status</th><th>Date</th></tr>
 94 {% for r in recent %}<tr><td>#{{r.id}}</td><td>{{r.subject}}</td><td>{{r.category}}</td>
 95 <td><span class="badge b-{{r.status|lower}}">{{r.status}}</span></td>
 96 <td>{{r.created[:10]}}</td></tr>{% endfor %}</table>
 97 {% else %}<p>No complaints yet.</p>{% endif %}</div>''',
 98        total=total, pending=pending, resolved=resolved, rejected=rejected, recent=recent)
 99
100 @app.route('/submit', methods=['GET','POST'])
101 def submit():
102     if request.method == 'POST':
103         now = datetime.now().isoformat()
104         c = get_db()
105         cur = c.execute('INSERT INTO complaints(name,email,category,subject,description,created,updated) VALUES(?,?,?
106             (request.form['name'], request.form['email'], request.form['category'],
107              request.form['subject'], request.form['description'], now, now))
108         c.commit()
109         flash(f'Complaint #{cur.lastrowid} submitted successfully!', 'success')
110         c.close()
111         return redirect(url_for('home'))
```

```python
147    def admin():
164    <form method="post" style="display:inline">
165    <input type="hidden" name="id" value="{{r.id}}">
166    <button name="action" value="Resolved" class="btn-sm resolve">Resolve</button>
167    <button name="action" value="Rejected" class="btn-sm reject">Reject</button></form>
168    {% else %}&mdash;{% endif %}</td></tr>{% endfor %}</table>
169    {% else %}<p>No complaints.</p>{% endif %}</div>'''', complaints=complaints)
170
171    if __name__ == '__main__':
172        print("Starting Resolve Now on http://127.0.0.1:5000")
173        app.run(debug=True, port=5000)
174
```

Maps   Gmail   YouTube

Resolve Now

Home   Submit Complaint   Track   Admin

Welcome to Resolve Now

Your trusted platform for filing and tracking complaints online

1	0	1	0
Total	Pending	Resolved	Rejected

Recent Complaints

ID	Subject	Category	Status	Date
#1	This produst is not good	Service Complaint	Resolved	2026-02-19

Resolve Now

Welcome to Resolve Now

Your trusted platform for filing and tracking complaints online

2	1	1	0
Total	Pending	Resolved	Rejected

Recent Complaints

ID	Subject	Category	Status	Date
#2	This produst is not good	Delivery Issue	Pending	2026-02-19
#1	This produst is not good	Service Complaint	Resolved	2026-02-19

Resolve Now

Home   Submit Complaint   Track   Admin

📝 Submit a Complaint

Full Name

Roohi

Email

Roohi@gmail.com

Category

Delivery Issue

Subject

This product is not good

Description

This produst is not good

Submit Complaint

🛡 **Resolve Now**

Home   Submit Complaint   Track   Admin

Welcome to Resolve Now

Your trusted platform for filing and tracking complaints online

2	0	1	1
Total	Pending	Resolved	Rejected

Recent Complaints

ID	Subject	Category	Status	Date
#2	This produst is not good	Delivery Issue	Rejected	2026-02-19
#1	This produst is not good	Service Complaint	Resolved	2026-02-19

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Resolve Now

Home   Submit Complaint   Track   Admin

⚙ Admin Panel

ID	Name	Subject	Category	Status	Date	Actions
#2	Roohi	This produst is not good	Delivery Issue	Rejected	2026-02-19	—
#1	likitha	This produst is not good	Service Complaint	Resolved	2026-02-19	—