Student Create a Complaint

Student	S&C Server	Database	Email Service	University

Student → S&C Server: requestComplaintPage()

S&C Server → Student: sendComplaintPage()

Student → S&C Server: fileComplaint(reason, isSuspensionRequired)

S&C Server → Database: saveComplaint(reason, isSuspensionRequired)

Database → S&C Server: confirmSave(complaintId)

S&C Server → Email Service: generateEmailNotification(complaintId)

Email Service → University: sendEmail(complaintDetails)

opt [University acknowledgment]

University → Email Service: acknowledgeComplaint(complaintId)

Email Service → S&C Server: logAcknowledgment(complaintId)

S&C Server → Database: updateComplaintStatus(complaintId, "Acknowledged")

S&C Server: Complaint tracking enabled

S&C Server → Student: complaintRequestSubmitted()