

1. Project Background

Business Problem

Organizations lacked a structured, transparent system for managing employee complaints, resulting in:

- No anonymous complaint channel (fear of retaliation)
- Manual paper-based processes with lost complaints
- No evidence trail for serious complaints
- Lack of transparency in resolution process
- Average 12-day resolution time

2. My Role & Contributions

Business Analyst

- Conducted requirements gathering with HR, management, and employees
- Designed complaint lifecycle workflow and escalation rules
- Defined role-based permissions for 3 user tiers
- Created user stories and acceptance criteria
- Facilitated stakeholder demos and gathered feedback

Complaint Workflow

SUBMITTED → PENDING → IN PROGRESS → RESOLVED

Status Changes:

- Employee submits → Auto-status: Pending
- Management reviews → Updates to: In Progress
- Management/Admin resolves → Final status: Resolved

Escalation: Management can forward to Admin at any stage

3. System Architecture

Three-Tier User Hierarchy

EMPLOYEE TIER

- └─ Submit complaints (named or anonymous)
- └─ Upload media (3-5 files: video, audio, image, location)
- └─ View own complaint status
- └─ Participate in discussion threads
- ↓ Submits Complaint

MANAGEMENT TIER

- └─ Review assigned complaints
- └─ Update status (Pending → In Progress)
- └─ Add comments and request clarifications
- └─ Forward high-severity to Admin
- └─ Resolve low/medium complaints
- ↓ Escalates High-Priority

ADMIN/OWNER TIER

- └─ View all organizational complaints
- └─ Review escalated cases
- └─ Make final decisions
- └─ Generate reports and analytics
- └─ Manage users and system settings