A complaint management system is a software application that is used to track, manage and resolve customer complaints. The system typically includes features such as complaint registration, categorization, assignment, tracking, and reporting.

class Complaint:

def \_\_init\_\_(self, complaint\_id, description, customer\_name, status):

self.complaint\_id = complaint\_id

self.description = description

self.customer\_name = customer\_name

self.status = status

complaints = []

def register\_complaint(complaint\_id, description, customer\_name):

complaints.append(Complaint(complaint\_id, description, customer\_name, "Open"))

return "Complaint Registered Successfully!"

def view\_complaint(complaint\_id):

for complaint in complaints:

if complaint.complaint\_id == complaint\_id:

return complaint.\_\_dict\_\_

return "Invalid Complaint ID!"

def update\_status(complaint\_id, status):

for complaint in complaints:

if complaint.complaint\_id == complaint\_id:

complaint.status = status

return "Status Updated Successfully!"

return "Invalid Complaint ID!"

def generate\_report():

report = {}

for complaint in complaints:

if complaint.status in report:

report[complaint.status] += 1

else:

report[complaint.status] = 1

return report