

Explanation:

- **companies:** Stores details of all connected companies.
 - **customers:** Stores customer information.
 - **categories:** Holds complaint categories like bribery, customer service, etc.
 - **complaints:** Main table to log complaints, linking customers, companies, and categories.
 - **complaint_responses:** Tracks responses to complaints.
 - **attachments:** Stores any files customers attach to complaints.
 - **user_feedback:** Records customer feedback on how complaints were handled.
 - **complaint_history:** Tracks status changes in complaints.
 - **company_agents:** Stores company representatives who handle complaints.
 - **complaint_assignments:** Assigns complaints to specific agents.
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- **Severity Levels** to prioritize complaints.
 - **Escalation Mechanism** for unresolved complaints.
 - **Complaint Tags** for easier filtering and organization.
 - **Audit Logs** for tracking actions on complaints.
 - **SLA Tracking** to ensure timely resolutions.
 - **Post-Resolution Customer Satisfaction** surveys.
 - **Notification System** for status updates and reminders.
 - **Reporting and Analytics** for tracking performance metrics.
 - **Anonymous Submissions** for sensitive complaints.
 - **Custom Complaint Forms** for company-specific requirements.
 - **Multi-Language Support** for international users.
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