

Complaint Handling System For LECO

Scenario

There is no way to make complaints and handle complaints in LECO. So you have to make a proper web based platform to automate the process of making complaints.(there are two stakeholders complainer/company).

Requirements

- web application
- registration component (complainer)
- login component (you have to separate complainer/company from this place)
- **complainers**
 - can be able to make complains (with photo)
 - can be able to view their complaints (previous complaints/each complaint)
 - you have to maintain complaint status (pending/processing/completed)
 - maintain user profile (should be able to edit contact no/photo)
 - generate a PDF report(complaint report)
- **company**
 - can be able to add new admin profiles to the system
 - can be able to view all the complaints
 - can be able to change the status of a specific complaint
 - separate complaints into categories (pending/processing/completed)
 - make a small dashboard with some statistics (total,pending,processing,finished complaints)
 - better you make some graphs based on those data (use google charts) [not essential]

**** try to complete this task within one month of time period ****