Overview:

Resolve Now is an online complaint resolution system that enables consumers to raise issues regarding faulty products, poor services, late deliveries, overcharging, frauds, or any other consumer dissatisfaction. Rather than going through long legal routes or customer care loops, users can directly submit complaints and expect a structured response.

Features:

Easy Complaint Registration Simple, user-friendly form to lodge complaints within minutes Options to upload documents, images, or videos as evidence.

Multi-Category Complaint SystemFile complaints under various categories like public services, consumer rights, digital fraud, workplace harassment, etc

Real-Time Complaint TrackingTrack the status of your complaint with live updates.Receive email/SMS notifications for progress. Anonymous Complaint Option

Raise complaints without revealing your identity, if preferred.Department Auto-Routing

Automatically forwards complaints to the correct department or authority.

Escalation System Escalate unresolved complaints to higher officials with one click

Tech Stack:

Frontend (User Interface):

React.js – Modern, responsive UI with dynamic components.

Tailwind CSS or Bootstrap – For fast and customizable styling.

Axios – For making API calls to the backend.

Backend (Server-Side Logic):

Node.js + Express.js – Fast, scalable backend framework.

REST API – To handle complaint creation, status updates, and user communication.

Database:

MongoDB – NoSQL database for flexible schema (great for complaint records, user profiles, messages).

Installation:

1. Clone the Repository

Git clone https://github.com/your-username/resolve-now.git

Cd resolve-now