Objective: Implement complaint management APIs and DB schema.

Tasks:
1. Define models: Complaint, User, Officer, MessageLog
2. Create REST endpoints:
 - POST /api/complaints
 - GET /api/complaints/{ref_id}
 - GET /api/complaints?status=open|closed
3. Generate unique reference IDs (UUID)
4. Add RBAC: citizen, officer, admin
5. Add input validation & sanitization (Pydantic)
6. Implement audit trail & status update logic.

Deliverables:
- backend/app/models/*
- backend/app/routers/complaints.py
- backend/app/services/db_service.py
- backend/tests/test_complaints.py