```
+------------------+
|    USERS     |
+------------------+
| id (PK)      |
| name         |
| email        |
| phone        |
| role         |
+------------------+
        |
        | One-to-Many
        v
+------------------+
|  SPAZA SHOPS   |
+------------------+
| id (PK)       |
| owner_id (FK)   |
| name          |
| location       |
| verification_status |
+------------------+
        |
        | One-to-Many
        v
+------------------+
|  COMPLAINTS    |
+------------------+
| id (PK)       |
```

```
| customer_id (FK)|

| shop_id (FK)   |

| description    |

| status      |

| priority     |

| created_at   |

+------------------+

    |

    | One-to-One

    v

+---------------------+

|  COMPLAINT REVIEWS  |

+---------------------+

| id (PK)        |

| complaint_id (FK)   |

| government_officer_id (FK) |

| decision      |

| created_at     |

+---------------------+

    |

    | One-to-Many

    v

+------------------+

| NOTIFICATIONS |

+------------------+

| id (PK)     |

| user_id (FK)   |

| message      |
```

```
| type         |

| created_at   |

+------------------+
```