

ABSTRACT

The Location-Based Departmental Complaint Management System (LBDCMS) is a mobile application developed using Flutter and Firebase, designed to streamline the process of lodging, tracking, and managing departmental complaints within an organization or institution. The system enables users to submit complaints with detailed descriptions, categories, room numbers, attached images, and live location data, ensuring greater accuracy and accountability. Through Firebase Authentication, both teachers and students can securely log in and access their respective dashboards. Users can monitor complaint status—whether pending, in progress, or resolved—while administrators can view, update, and respond to complaints via a centralized admin panel. Real-time notifications keep users informed about complaint updates, and an integrated feedback system allows users to rate the platform and provide suggestions for improvement. By combining mobile accessibility, real-time database synchronization, and location-based services, this system enhances transparency, efficiency, and communication between users and administrators. Overall, the project provides a modern, user-friendly solution for effective departmental issue management.