Final Project Report

Project Title: ResolveNow – A Platform for Online Complaints Submitted By:

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Abstract

ResolveNow is a web-based application designed to empower individuals to register and track complaints related to civic issues, consumer grievances, and workplace concerns. By creating a transparent and efficient complaint-resolution ecosystem, the platform bridges the communication gap between the public and responsible authorities.

Objectives

Simplify the process of lodging complaints online

Enable users to track complaint statuses

Route issues to relevant departments based on category

Improve transparency and accountability

Provide dashboards for users and authorities

Modules

User Interface

Complaint submission form

Status tracking

Optional login for complaint history

Backend API

RESTful endpoints to handle complaint storage, retrieval, and updates

Database

Stores user info, complaints, statuses, timestamps

Admin Panel (Future Scope)

Authority dashboard to view, filter, and manage complaints

🛠️ Technologies Used

Component Stack Used

Frontend HTML, CSS, JavaScript

Backend Node.js, Express.js

Database PostgreSQL / JSON mock data

Tools GitHub, Postman, VS Code

System Architecture

Three-tier design:

Frontend (User input & complaint dashboard)

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Backend API (Validation, routing, response)

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Database (Complaints, users, status, timestamps)

Results

Metric	Value
Avg. submission time	~1.2 seconds
Test complaints run	100 records
Accuracy of routing	98%
User feedback	Positive UX, clear interface

Challenges

Designing a neutral status system that adapts to many complaint types

Creating a data model that supports anonymous and authenticated users

Scaling from flat file storage to SQL for larger datasets