Feedback and Complaint Management System

📄 Functional Requirements (FR)

1. User Registration and Login (Optional)

FR1.1: The system shall allow users to register with name and email.

FR1.2: The system shall validate and store user data securely.

2. Submit Complaint or Feedback

FR2.1: The system shall allow users to submit a new complaint or feedback.

FR2.2: The system shall store the complaint type (issue, suggestion, etc.), description, and date.

FR2.3: The system shall associate each complaint with a unique user ID.

3. View Submitted Complaints

FR3.1: The system shall allow users to view all their submitted complaints.

FR3.2: The system shall display the complaint status (e.g., pending, resolved).

4. Admin Login and Management (Optional)

FR4.1: The system shall allow admins to log in securely.

FR4.2: Admins can view all submitted complaints from users.

5. Complaint Response and Status Update

FR5.1: Admins shall be able to update the status of each complaint.

FR5.2: Admins shall be able to add a textual response to the complaint.

6. Search and Filter

FR6.1: Users and Admins can search/filter complaints by:

Type (suggestion, issue, etc.)

Date

Status (pending, resolved)

7. Data Storage and Integrity

FR7.1: The system shall ensure proper relational mapping between users, complaints, and responses.

FR7.2: Data shall be stored in a structured database (e.g., MySQL/PostgreSQL).

📘 Entities and Attributes

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1. User

user_id (Primary Key): Unique ID for each user

name: Full name of the user

email: Email address of the user

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2. Complaint

complaint_id (Primary Key): Unique ID for each complaint

description: Text describing the complaint or feedback

type: Type of complaint (e.g., issue, suggestion, feedback)

date: Date the complaint was submitted

status: Current status (e.g., pending, resolved)

user_id (Foreign Key): Refers to the user who submitted it

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3. Admin (Optional)

admin_id (Primary Key): Unique ID for each admin

name: Admin's name

email: Admin's email address

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4. Response (Optional)

response_id (Primary Key): Unique ID for each response

message: Admin's reply or resolution note

date: Date the response was added

complaint_id (Foreign Key): Refers to the complaint being responded to

admin_id (Foreign Key): Refers to the admin who responded