

```

-- =====

-- STEP 0 : Disable Safe Update Mode

-- =====

SET SQL_SAFE_UPDATES = 0;


-- =====

-- STEP 1 : Drop and Create the Database

-- =====

DROP DATABASE IF EXISTS ComplaintManagement;
CREATE DATABASE ComplaintManagement;
USE ComplaintManagement;


-- =====

-- STEP 2 : Create Tables

-- =====

CREATE TABLE User (
    user_id INT AUTO_INCREMENT PRIMARY KEY,
    name VARCHAR(50),
    email VARCHAR(50) UNIQUE,
    password VARCHAR(50),
    user_type VARCHAR(20)
);


CREATE TABLE Admin (
    admin_id INT PRIMARY KEY,
    name VARCHAR(50)
);

```

```
CREATE TABLE Complaint (  
    complaint_id INT AUTO_INCREMENT PRIMARY KEY,  
    user_id INT,  
    submit_date DATE,  
    description TEXT,  
    type VARCHAR(20),  
    status VARCHAR(20),  
    FOREIGN KEY (user_id) REFERENCES User(user_id) ON DELETE CASCADE  
);
```

```
CREATE TABLE Response (  
    response_id INT AUTO_INCREMENT PRIMARY KEY,  
    complaint_id INT,  
    admin_id INT,  
    response_date DATE,  
    response_text TEXT,  
    FOREIGN KEY (complaint_id) REFERENCES Complaint(complaint_id) ON DELETE  
CASCADE,  
    FOREIGN KEY (admin_id) REFERENCES Admin(admin_id)  
);
```

```
CREATE TABLE Complaint_Log (  
    log_id INT AUTO_INCREMENT PRIMARY KEY,  
    complaint_id INT,  
    deleted_on DATETIME  
);
```

```
-- =====
```

-- STEP 3 : Insert Sample Data

-- =====

INSERT INTO User (name, email, password, user_type) VALUES

('Dhanush', 'dhanush@gmail.com', '1234', 'Student'),

('Rahul', 'rahul@gmail.com', 'abcd', 'Student');

INSERT INTO Admin (admin_id, name) VALUES

(100, 'Akshay'),

(101, 'Rohit'),

(102, 'Priya');

INSERT INTO Complaint (user_id, description, type) VALUES

(1, 'Wi-Fi not working', 'Issue'),

(2, 'Mess food issue', 'Issue'),

(1, 'AC not functioning', 'Issue'),

(2, 'Hostel water problem', 'Issue');

INSERT INTO Response (complaint_id, admin_id, response_date, response_text)
VALUES

(2, 100, '2025-10-18', 'Mess issue fixed.'),

(3, 100, '2025-10-19', 'AC has been repaired.');

-- =====

-- STEP 4 : Testing Queries

-- =====

SHOW TABLES;

SELECT * FROM User;

```
SELECT * FROM Admin;
```

```
SELECT * FROM Complaint;
```

```
SELECT * FROM Response;
```

```
-- Complaints with user name and status
```

```
SELECT c.complaint_id, u.name, c.description, c.status
```

```
FROM Complaint c JOIN User u ON c.user_id = u.user_id;
```

```
-- Example procedure calls
```

```
-- CALL GetComplaintsByUser(1);
```

```
-- CALL GetComplaintsByDate('2025-10-15', '2025-10-20');
```

```
-- CALL CountComplaintsByStatus();
```

```
-- CALL SearchComplaintsByStatus('Pending');
```

```
SELECT * FROM Complaint;
```