

```
-- =====  
-- 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
);
```

```
-- =====
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```
-- STEP 3 : Insert Sample Data
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```
-- =====
```

```
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 6 : Testing Queries
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```
-- =====
```

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

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

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

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

```
SELECT * FROM Complaint;
```