# 1.Title:Online Complaint and Grievance Portal

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## 2. Project Statement:

Institutions often lack transparency and efficiency in handling grievances. This platform allows users to submit complaints (anonymously or publicly), track statuses, and escalate unresolved issues, while admins manage the resolution process.

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## 3. Outcomes:

- Anonymous or verified complaint submission.

- Admin and escalated handling flow.

- Track complaint status updates.

- Attach supporting evidence.

- Complaint statistics and exportable logs.

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## 4. Modules to be implemented:

- **User Authentication and Submission Options**
  Anonymous or user-linked complaint creation.

- **Complaint Management**
  Category-wise input, priority selection, file uploads.

- **Status Tracking and Timeline**
  Track resolution stages and admin comments.

- **Escalation and Admin Panel**
  Escalate unresolved cases, admin assignment.

- **Reports and Analytics**
  Visual dashboards and CSV exports.

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# 5. Week-wise module implementation and high-level requirements:

### Milestone 1: Weeks 1–2

**Module:** Login and Complaint Input

**Choose Public or Anonymous Mode:**

- Users can submit complaints anonymously or by logging into their account.
- Anonymous complaints limit tracking but maintain user privacy.

**Submit a Complaint with Optional Media:**

- Complaint form includes fields for category, description, and urgency.
- Users can upload images or documents as supporting evidence.

**Complaint Portal**

**Welcome Back**

Username

Enter your username

Password

Enter your password

Forgot Password?

Login

← **Submit Complaint**

**Submission Type**

[ Public ] [ Anonymous ]

**Complaint Details**

Subject

Description

**Attachments (Optional)**

**Add Media**
Attach images or videos to support your complaint.

Upload

**Submit Complaint**

🏠 Dashboard   ➕ Submit Complaint   📄 My Complaints   👤 Profile

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# Milestone 2: Weeks 3–4

**Module:** Complaint Status System

## Status: New → Under Review → Resolved:

- Complaints follow a clear, trackable status flow.
- Status changes are managed by admins based on progress.

## Timeline of Updates:

- Users can view a chronological log of all status changes.
- Each update includes timestamps and admin comments (if any).

## Complaint ID: #123456

> **Status**
> # Under Review

📄 **Complaint Submitted**
July 15, 2024

🔍 **Under Review**
July 16, 2024

✓ **Resolved**
July 20, 2024

## Updates

**Review Started**
Complaint is currently under review by our team. We are investigating the issue and will provide an update within 3 business days.
July 16, 2024

**Complaint Submitted**
Your complaint has been successfully submitted and is awaiting review. You will receive an update once the review process begins.
July 15, 2024

🏠 Dashboard    ⊞ Submit Complaint    📄 **My Complaints**    👤 Profile

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# Milestone 3: Week 5

**Module:** Admin Dashboard

**Assign, Update, Resolve Complaints:**

- Admins can assign complaints to staff and update their status.
- Complaints can be marked as resolved once addressed.
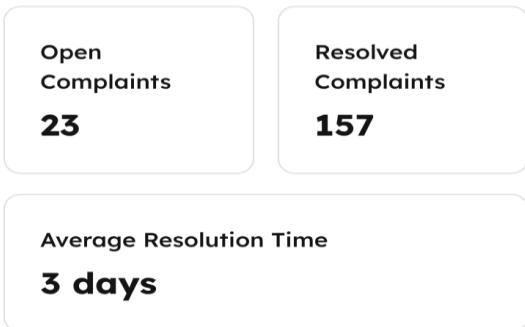
**Add Internal Notes and Reply to Users:**

- Admins can add private notes visible only to staff.
- Public replies can be sent to inform users about progress.

## Overview

| | |
|---|---|
| Open Complaints **23** | Resolved Complaints **157** |

Average Resolution Time
**3 days**

## Recent Complaints

**Complaint ID: 20240715-001**
Issue: Delayed Response                    Open

**Complaint ID: 20240714-002**
Issue: Incorrect Information                Resolved

**Complaint ID: 20240713-003**
Issue: Service Disruption                   In Progress

🏠 Dashboard    📢 Complaints    👥 Users    ⚙ Settings

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# Milestone 4: Weeks 6–7

**Module:** Escalation Logic

**Escalate Unresolved Complaints to Higher Authority:**

- Complaints that remain unresolved beyond a set time are escalated.
- Escalated cases are forwarded to senior admins or designated authorities.

**Notify Relevant Parties:**

- Users and responsible admins are notified of the escalation.
- Notifications are sent via email or in-app alerts.

← **Escalate Complaint**

**Complaint Details**

📄 Unresolved Issue with Service Provider
Complaint ID: 20240726-001

**Escalation Options**

Select Higher Authority ⌄

Notify All Parties

Notify all parties involved in the original
complaint ⬤

**Escalate Complaint**

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# Milestone 5: Week 8

**Module:** Reports and Export

**Generate Reports on Complaint Trends:**

- Visual dashboards show trends by category, status, and time.
- Helps admins monitor performance and recurring issues.

**Export Summaries in CSV/PDF:**

- Complaint data can be exported in CSV or PDF formats.
- Useful for audits, reviews, and external reporting.

← **Reports & Exports**

**Report Parameters**

Date Range

[                                    ⌄ ]

Complaint Categories

[                                    ⌄ ]
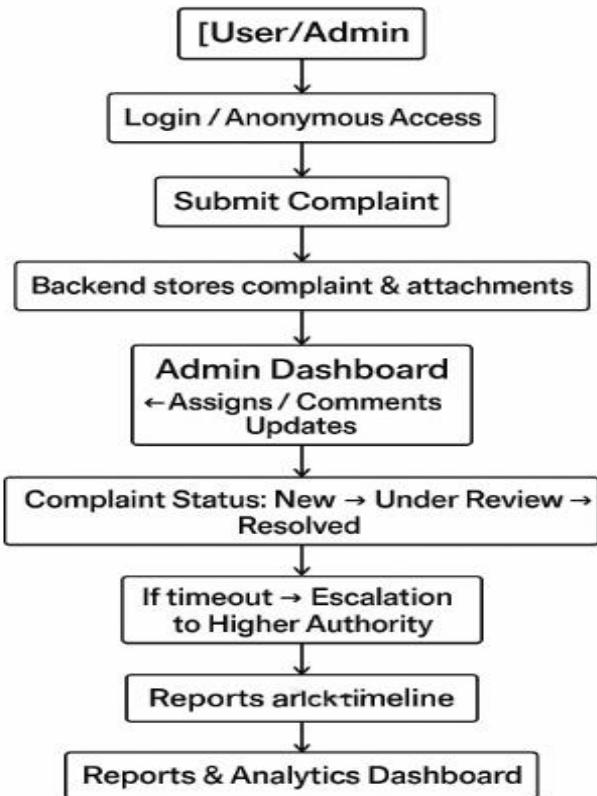
**Export Options**

[ CSV ]   [ PDF ]

[ **Generate Report** ]

🏠
Dashboard

⊞
Submit
Complaint

📄
My
Complaints

👤
Profile

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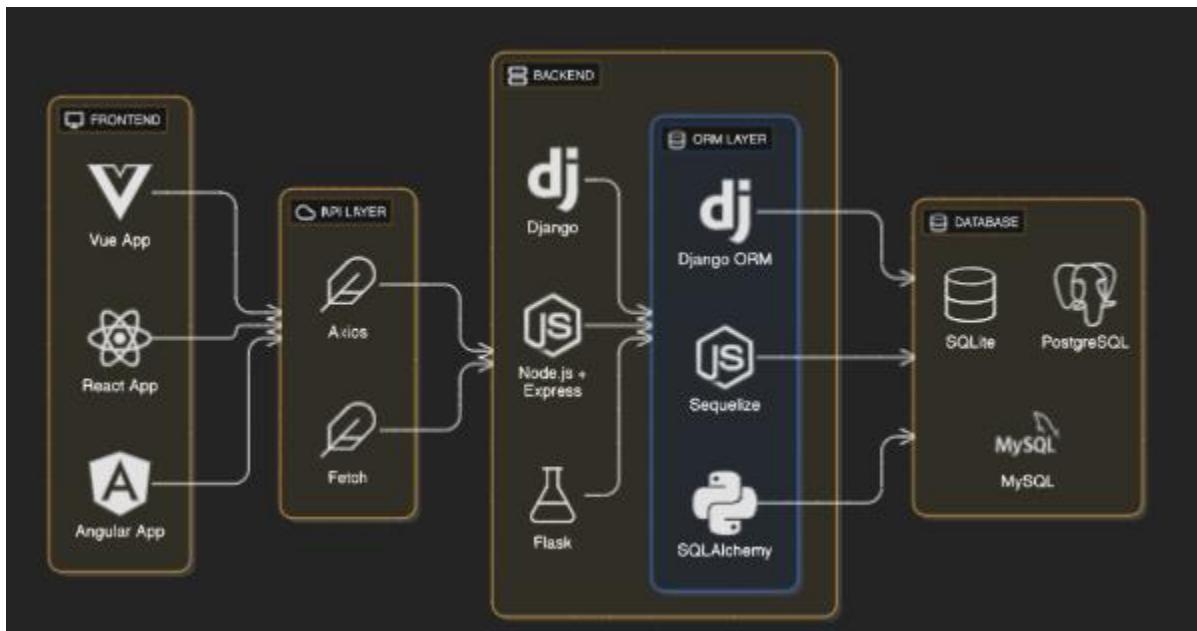
# 6. Evaluation Criteria:

- **Week 2:** Complaint form and login working.

- **Week 4:** Status updates display accurately.

- **Week 5:** Admin panel operational.

- **Week 7:** Escalation flows validated.

- **Week 8:** Reports functional and exportable.

# 7. Workflow diagram:



# 8. Architecture diagram:

# 9.Schema diagram:

**Users**

| id 🖉 | int |
|---|---|
| name | varchar |
| email | varchar |
| password | varchar |
| role | varchar |
| created_at | datetime |

**Complaints**

| id 🖉 | int |
|---|---|
| user_id 🔗 | int |
| is_anonymous | boolean |
| category | varchar |
| description | text |
| urgency | varchar |
| status | varchar |
| created_at | datetime |
| updated_at | datetime |

**MediaUploads**

| id 🖉 | int |
|---|---|
| complaint_id 🔗 | int |
| file_path | varchar |
| uploaded_at | datetime |

**StatusLogs**

| id 🖉 | int |
|---|---|
| complaint_id 🔗 | int |
| status | varchar |
| comment | text |
| updated_by 🔗 | int |
| updated_at | datetime |

**Escalations**

| id 🖉 | int |
|---|---|
| complaint_id 🔗 | int |
| escalated_to 🔗 | int |
| reason | text |
| escalated_at | datetime |
| is_resolved | boolean |

**Reports**

| id 🖉 | int |
|---|---|
| generated_by 🔗 | int |
| report_type | varchar |
| report_path | varchar |
| created_at | datetime |