**Complaint Management System**

Anyone can create a complaint at any level.

When a user tries to create a complaint, he needs to fill-up following information:

1. Complaint Category (We have a master sub menu item to create category of complaint)
2. Complaint Sub Category (We have a master sub menu item to create sub category of complaint)
3. Product (dropdown, it will populate form own stock), he can choose any product to raise a complaint. But it is an optional field)
4. System should have an option to create complaint not only on product but also on any other issues like administrative issues, official issues, technical issues etc.
5. Problem details (Mandatory)
6. Every complaint will generate a ticket number (based on category/subcategory/problem type)

After filling all those filled a user will raise a complaint.

It will automatically assign to a particular user according to complaint mapping table.

Complaint Mapping: Admin can set complaint mapping for different kinds of complaint category.

Complaint Category => User Role

So, when a particular user raises a complaint it will automatically assign to respective user based on user role.

**Complaint Forward:** Respective assign person can forward this complaint to any other user if necessary. When he forward assigns to person will be change. But we will keep all history.

When someone forward a complaint, he must need to enter a feedback.

**Complaint Feedback:** Respective assign person can give a feedback, so user can see the feedback.

**Complaint Close:** Respective assign person can close a complaint. When he closes a complaint, we will assume that, the complaint is solved. So, the complaint status will change into solved.

* Extensive search option for ticketing system
* Report on Complaint
* One Dashboard widget for complaint management

**User**

User list by user role

**Complaint Mapping**

Find a user based on complaint category and user role

**Assign Person**

1. Forward Complaint
2. Add Feedback
3. Close Complaint

**Create Complaint**

1. Category
2. Sub Category
3. Product (optional)
4. Problem Details