# Online Complaint Management System

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## Customer Problem Statement Template:

To define the core problems faced by users in lodging and managing complaints online, and use those insights to guide the development of an efficient Online Complaint Management System.

Reference: https://miro.com/templates/customer-problem-statement/

## Problem Statement 1 (Customer: Citizen/User):

I am a citizen who faces issues with public services or infrastructure.  
I’m trying to register my complaints quickly and track their resolution without physically visiting offices,  
but most complaint channels are slow, unresponsive, or lack transparency,  
because they rely on outdated manual processes or fragmented platforms,  
which makes me feel ignored, frustrated, and helpless.

## Problem Statement 2 (Customer: Government/Authority Representative):

I am a government employee responsible for addressing citizen complaints.  
I’m trying to efficiently receive, assign, and resolve complaints from the public,  
but current systems are unorganized and provide no structured workflow or tracking,  
because there is no centralized platform that integrates complaint registration, task assignment, and status tracking,  
which makes me feel overwhelmed, inefficient, and blamed for delays.