# Project Design Phase

## Solution Architecture

Date  
26-05-2025

Team ID  
LTVIP2025TMID54893

Project Name  
Online Complaint Management

Maximum Marks  
4 Marks

## Solution Architecture:

To provide a user-friendly, secure, and scalable online complaint management system that enables users to submit, track, and resolve complaints efficiently.  
  
 - Easy Complaint Submission Interface  
 - Real-Time Complaint Status Tracking  
 - Role-Based Access Control for Admins and Resolvers  
 - Secure Handling and Storage of Complaint Data  
 - Timely Notifications and Automated Escalation Workflows

## Example – Solution Architecture Diagram:

