**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID54893 |
| Project Name | Online Complaint Management System |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit Overview:**

**The Problem–Solution Fit ensures that ComplaintCare effectively addresses inefficiencies in traditional complaint registration and resolution systems. It validates the need for a centralized digital platform before scaling it to wider audiences such as citizens, institutions, or public departments.**

**Purpose:**

* Modernize and digitize the complaint handling process
* Provide a centralized platform for submitting, tracking, and resolving complaints
* Improve communication and transparency between users, agents, and admins
* Streamline workflows with role-based access and real-time status updates

### **Problem Statement:**

### **Users and administrators often face the following challenges:**

### **Outdated, manual processes for registering complaints**

### **No way to track the status or resolution of an issue**

### **Delayed responses due to lack of structured assignment**

### **Low user trust in the complaint-handling process**

### **No centralized system for managing and reporting complaints**

### **Solution:**

**ComplaintCare provides a smart, scalable, and digital solution:**

* **Simple interface for users to file complaints**
* **Real-time tracking and notification system**
* **Role-specific dashboards for users, agents, and admins**
* **Admin tools to assign, monitor, and close complaints**
* **Secure login and JWT-based authentication**
* **Built with the MERN stack for a responsive, scalable experience**