**Title: Collects Complaints and Provides Services**

As a hall staff, I want to provide services and collect complaints. So that I can efficiently find out if a student in a definite room needs any technical support or has any complaints about anything.

**Acceptance Criteria:**

1. As a student, I want to use the hall management system if I have any complaints about anything related to my hall or room.
2. As a student, I want to use the hall management system if I need any technical support and send a notification to the system and the staff will arrange the solution for it.
3. As an admin, I can see how many students are in their seats and how many are not. Then, I can give allocation again.
4. As a hall provost, I want to access the hall management system to view all the complaints and supports that have been sent or not.
5. When a notification arrives there will be a certain room number from where the request is received and staff will reach there and solve the problem.

**Success:**

* When the staff clicks on the “Reviewing” button, a notification will go to the student that the complaint/demanded service is processing.
* Upon a successful finish, when the staff clicks on the “Done” button, a notification will go to the student and the provost.

**Failure:**

* If there are issues during these operations, an error message should guide corrective actions.
* If technical issues occur during the allocation process, the system should provide an error message.