

## Feature Functions

	Feature Functions
Student	<ul style="list-style-type: none"> <li>- Register and log in</li> <li>- Edit own profile</li> <li>- File complaints</li> <li>- Edit/delete own complaints (if pending)</li> <li>- View complaint and appointment status</li> <li>- Book appointments with CHRE</li> <li>- View appointment status</li> <li>- Cancel appointment</li> <li>- Receive notifications (email/SMS)</li> <li>- View student announcements and events only</li> <li>- Join student events</li> <li>-Cancel joined students events</li> <li>-Rejoin canceled students events</li> </ul>
Employee (Teaching & Non-Teaching)	<ul style="list-style-type: none"> <li>- Register and log in</li> <li>- Edit own profile</li> <li>- File complaints</li> <li>- Edit/delete own complaints (if pending)</li> <li>- View complaint and appointment status</li> <li>- Book appointments with CHRE</li> <li>- View appointment status</li> <li>- Cancel appointment</li> <li>- Receive notifications (email/SMS)</li> <li>- View employee announcements and events only</li> <li>- Join employee events</li> <li>-Cancel joined employee events</li> <li>-Rejoin canceled employee events</li> </ul>
CHRE Staff	<ul style="list-style-type: none"> <li>- Log in with staff credentials</li> <li>- View and manage submitted complaints</li> <li>- Review complaint approval/rejection</li> <li>- Update complaint status ( pending, resolved)</li> <li>- Add remarks or resolution updates</li> <li>- Schedule appointments with students/employees</li> <li>- Edit/delete appointment records</li> <li>- Post announcements/events</li> <li>- Monitor event attendance</li> <li>- Generate complaint and activity reports</li> </ul>
CHRE Admin	<ul style="list-style-type: none"> <li>- Full system access</li> <li>- Add/edit/delete users (students, employees, staff)</li> <li>- Assign and manage roles and permissions</li> </ul>

	<ul style="list-style-type: none"><li>- View and manage all complaints and appointments</li><li>- Approve or reject submitted complaints</li><li>- Post, edit, or remove announcements and educational content</li><li>- Approve or archive CHRE events</li><li>- Manage OPCR</li><li>- export data</li><li>- Assign tasks to CHRE staff</li></ul>
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