 # Complaint Registration and Management System

Project Overview

The *Complaint Registration and Management System* is a web application designed to streamline the process of registering and managing complaints. Built with *React* and *Create React App* for the frontend, this system enables users to file complaints online and allows administrators to monitor, manage, and resolve complaints effectively. The project is structured to include multiple components, including user registration, complaint tracking, an admin panel, and real-time notifications, making it a comprehensive solution for complaint management.

Key Features

1. *User Registration & Login*

   Users can create an account and securely log in to the system to register their complaints.

2. *Complaint Submission*

   Registered users can submit detailed complaints, categorizing them as needed.

3. *Complaint Tracking*

   Users can view the status of their complaints to monitor the progress of resolution.

4. *Admin Panel*

   Admins have access to a panel where they can view, assign, and resolve complaints submitted by users.

5. *Real-time Notifications*

   Notifications keep users and admins updated on any status changes related to complaints.

6. *Search & Filters*

   The admin panel includes search and filter functionalities, allowing admins to manage complaints efficiently by category, status, or priority.

Project Structure

The project is divided into frontend and backend sections, with a clear directory layout. Below is a brief breakdown of the frontend directory structure:

- *public/index.html*

  Contains the base HTML template with the app's title, *Online Complaint Registration and Management System*.

- *src/components*

  Includes multiple subdirectories (admin, agent, common, user) for organizing React components based on roles and functionalities. This modular approach enhances code readability and maintainability.

- *src/Images*

  Stores images used across the application, if any.

- *src/App.js*

  The main React component responsible for rendering the application structure and routing.

- *src/App.css*

  Contains the styling for the application.

- *package.json*

  Manages the dependencies for the project.

Available Scripts

To run and test the application, you can use the following npm scripts:

- *npm start*: Launches the app in development mode.
- *npm test*: Runs the test suite for checking code functionality.

- *npm run build*: Builds the app for production, optimizing performance.

- *npm run eject*: Ejects the project setup to allow customization of configurations.

Project Setup

1. Clone the repository.

2. Install the necessary dependencies with npm install.

3. Start the application using npm start.

Deployment

This project can be deployed on various platforms that support Node.js applications, such as Heroku, Vercel, or a custom server setup. After building the app with npm run build, deploy the contents of the build folder.

Technology Stack

- *Frontend*: React, CSS

- *Backend*: Integrated with a backend (details not included here) for data storage and complaint management.

- *Version Control*: Git

Future Improvements

1. *Enhanced Security*: Implementing advanced security features for better data protection.

2. *Additional Filters*: Adding more filtering options for improved complaint management.

3. *Enhanced User Interface*: Upgrading the UI for better user experience and accessibility.

License

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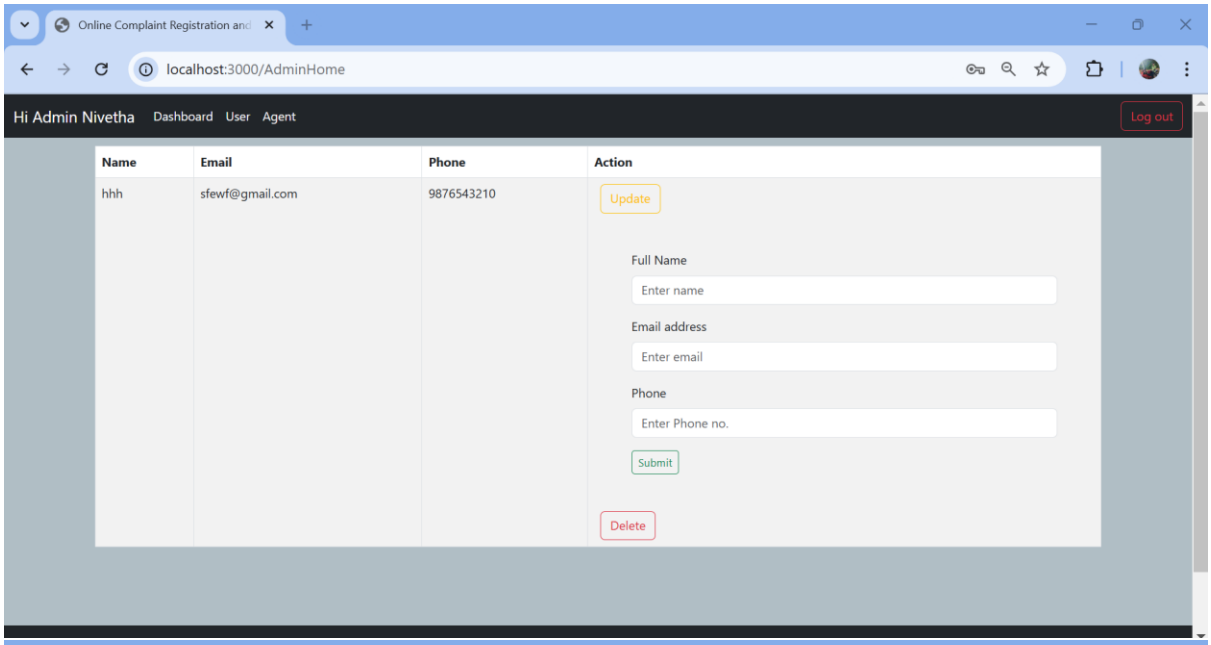
Online Complaint Registration and
localhost:3000/AdminHome
Hi Admin Nivetha
Dashboard
User
Agent
Log out
Name
Email
Phone
Action
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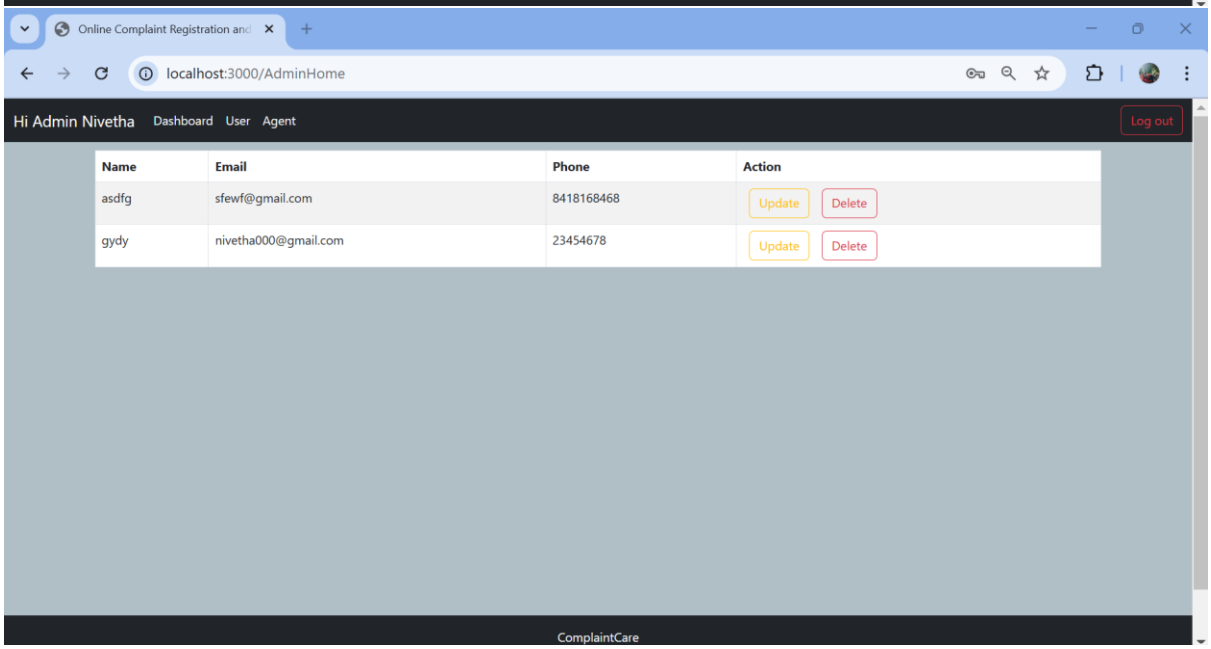
9876543210
Update
Full Name
Enter name
Email address
Enter email
Phone
Enter Phone no.
Submit
Delete


Online Complaint Registration and
localhost:3000/AdminHome
Hi Admin Nivetha
Dashboard
User
Agent
Log out
Name
Email
Phone
Action
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Update
Delete
gydy
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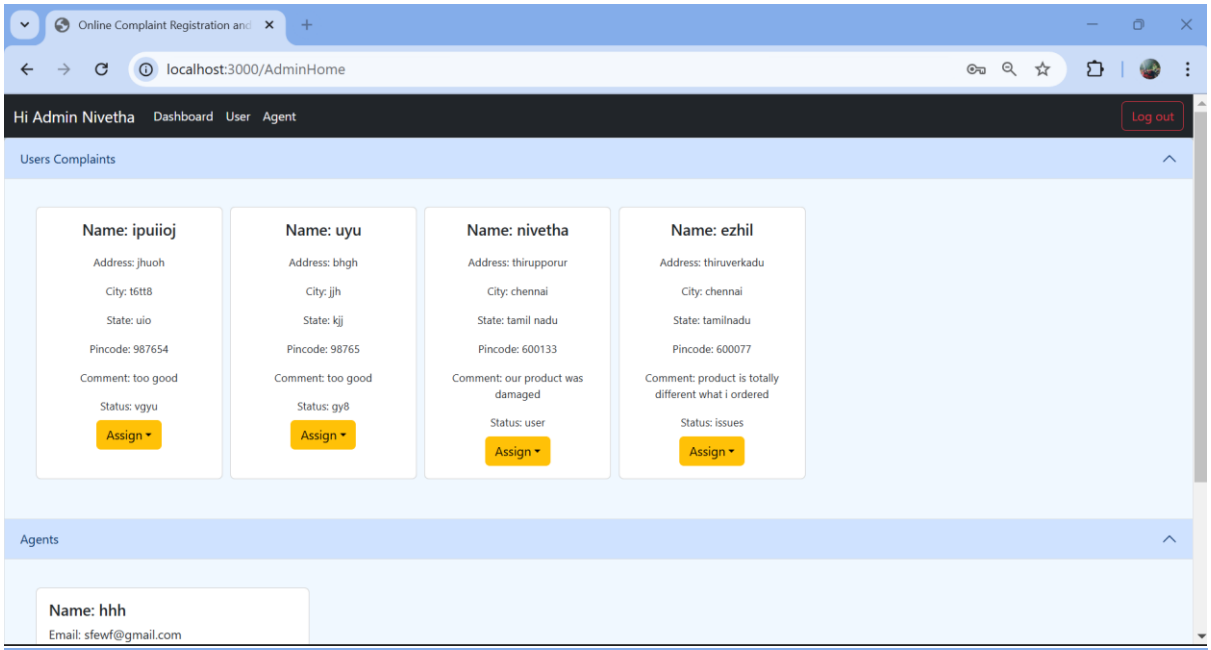
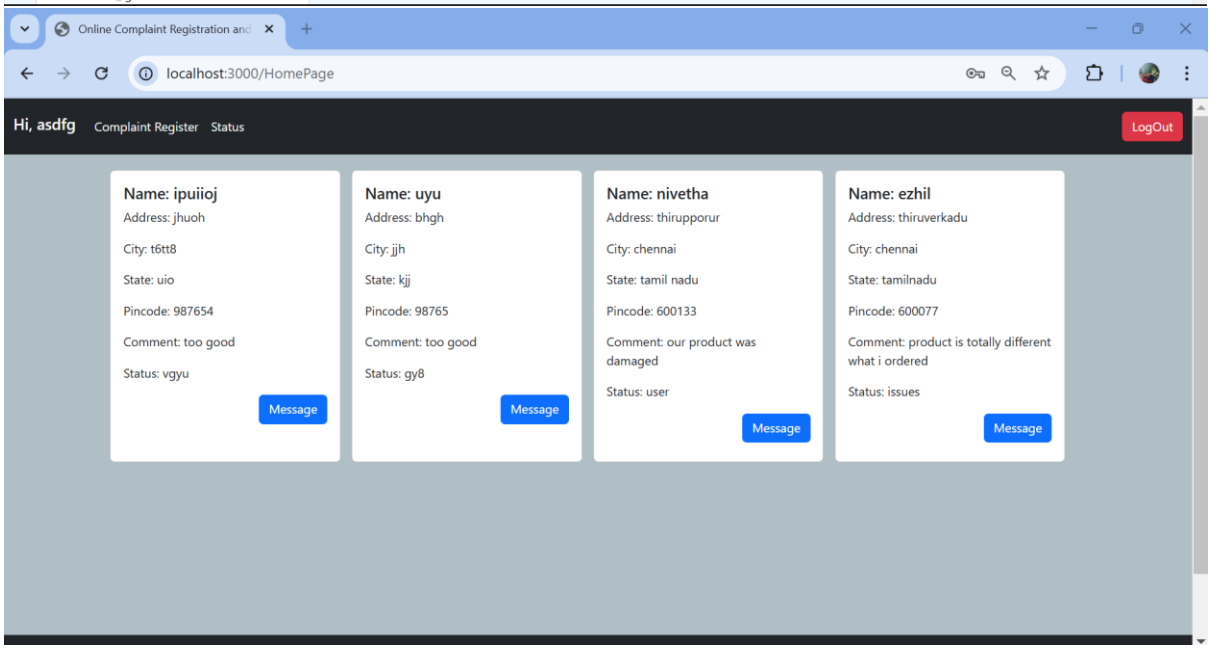
Update
Delete
ComplaintCare


Online Complaint Registration and
localhost:3000/AdminHome
Hi Admin Nivetha
Dashboard
User
Agent
Log out
Users Complaints
Name: ipuiioj
Address: jhuoh
City: t6tt8
State: uio
Pincode: 987654
Comment: too good
Status: vgyu
Assign
Name: uyu
Address: bhgh
City: jjh
State: kjj
Pincode: 98765
Comment: too good
Status: gy8
Assign
Name: nivetha
Address: thirupporur
City: chennai
State: tamil nadu
Pincode: 600133
Comment: our product was damaged
Status: user
Assign
Name: ezhil
Address: thiruverkadu
City: chennai
State: tamilnadu
Pincode: 600077
Comment: product is totally different what i ordered
Status: issues
Assign
Agents
Name: hhh
Email: sfewf@gmail.com


Online Complaint Registration and
localhost:3000/HomePage
Hi, asdfg
Complaint Register
Status
LogOut
Name: ipuiioj
Address: jhuoh
City: t6tt8
State: uio
Pincode: 987654
Comment: too good
Status: vgyu
Message
Name: uyu
Address: bhgh
City: jjh
State: kjj
Pincode: 98765
Comment: too good
Status: gy8
Message
Name: nivetha
Address: thirupporur
City: chennai
State: tamil nadu
Pincode: 600133
Comment: our product was damaged
Status: user
Message
Name: ezhil
Address: thiruverkadu
City: chennai
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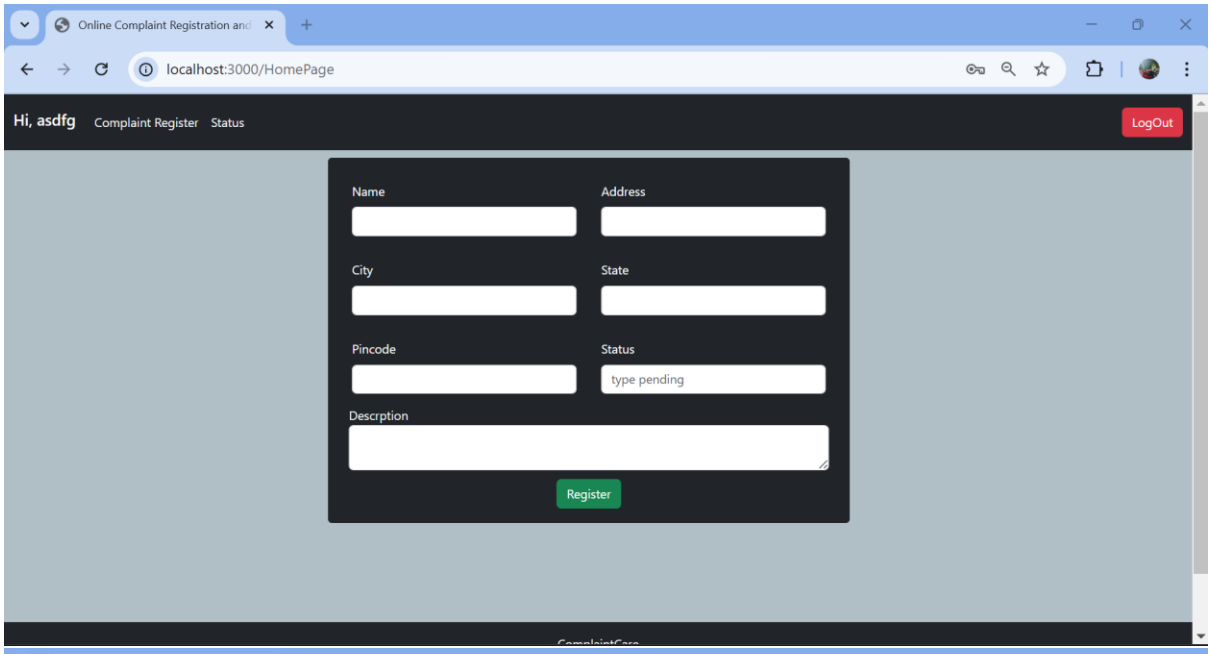
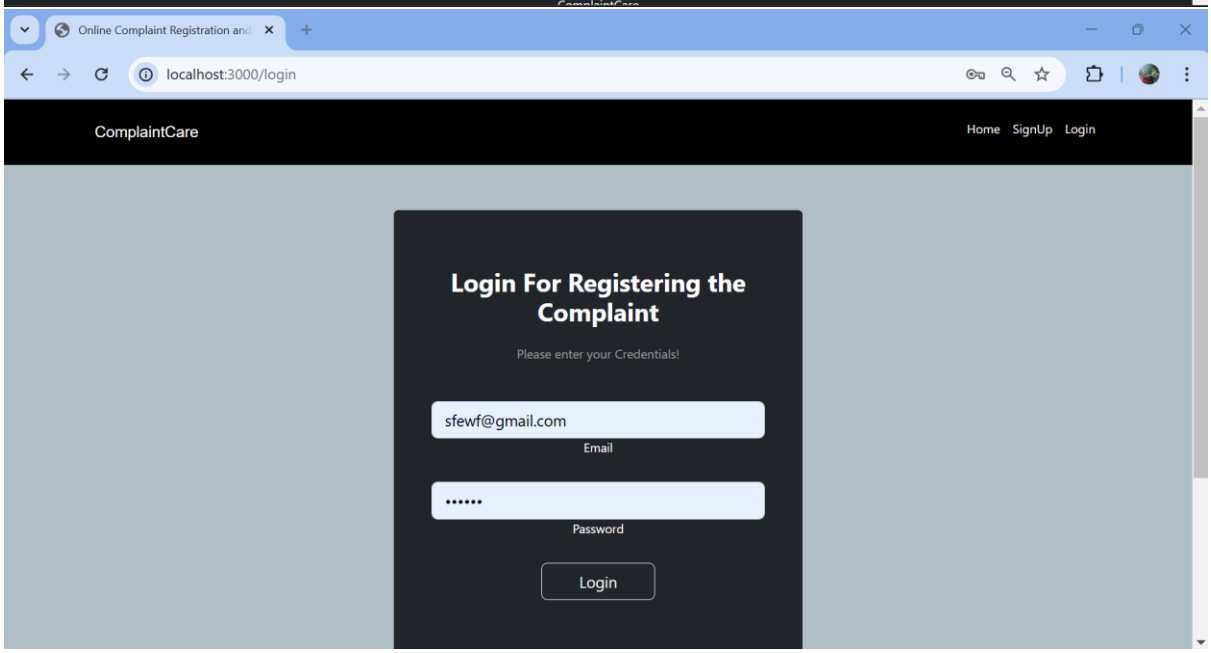
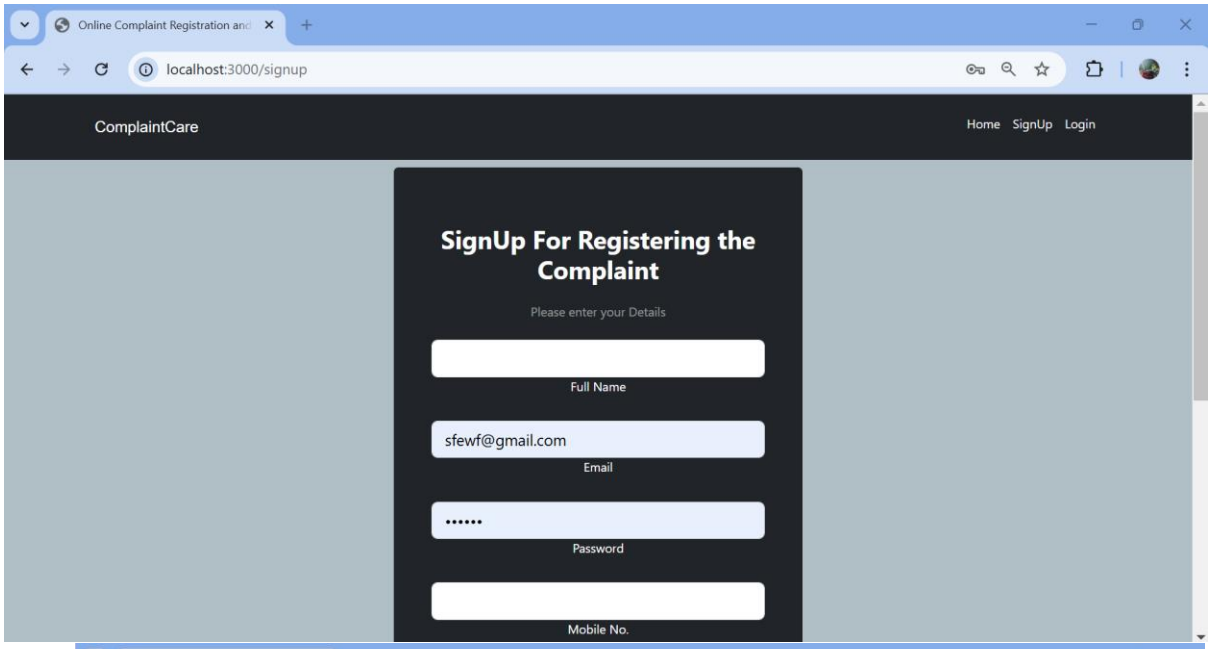
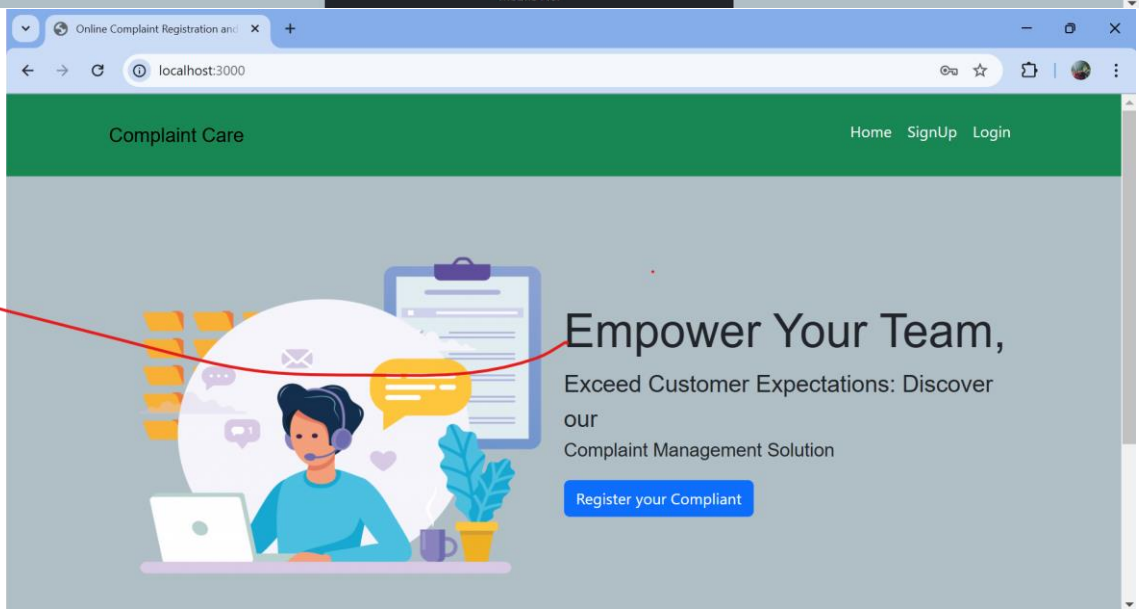
Message


Online Complaint Registration and
localhost:3000/HomePage
Hi, asdfg
Complaint Register
Status
LogOut
Name
Address
City
State
Pincode
Status
type pending
Descrption
Register


Online Complaint Registration and
localhost:3000/login
ComplaintCare
Home
SignUp
Login
Login For Registering the Complaint
Please enter your Credentials!
sfewf@gmail.com
Email
Password
Login


Online Complaint Registration and
localhost:3000/signup
ComplaintCare
Home SignUp Login
SignUp For Registering the Complaint
Please enter your Details
Full Name
sfewf@gmail.com
Email
Password
Mobile No.


Online Complaint Registration and
localhost:3000
Complaint Care
Home SignUp Login
Empower Your Team,
Exceed Customer Expectations: Discover our
Complaint Management Solution
Register your Compliant