Project Design Phase

Solution Architecture

Date	
Team ID	**PNT2025TMID09625**
Project Name	**Online Complaint Registration And Management System**
Maximum Marks	**4 Marks**

Solution Architecture

Central Complaint Platform

This is the main system where all complaint-related activities happen. It connects users and administrators, making the process easy, fast, and organized.

User Roles

1. **Complainants (Users):** People who submit complaints and track their status.

2. **Administrators:** Staff who receive, manage, and resolve complaints.

3. **Super Admin:** Oversees the whole system, manages administrators, and ensures smooth operations.

Key Solution Modules

- **Complaint Submission & Tracking:**
  Users can submit complaints with details and attachments, then track progress in real-time.

- **Secure Data Handling:**
  All user and complaint data is stored securely to maintain privacy and trust.

- **Built-in Communication System:**
  Allows direct and safe communication between users and administrators, keeping all messages in one place.

- **Notification System:**
  Sends alerts when a complaint is received, updated, or resolved.

Technology

- **Frontend:** React.js – user-friendly interface for all roles.

- **Backend:** Node.js with Express.js – handles business logic and API connections.

- **Database:** MongoDB – stores complaints, users, and updates securely.