Minor Project – 1

Online Complaint / Issue Tracker System

Objective
To build a basic full-stack web application using HTML, CSS, JavaScript, Node.js, and Express.js without using any database.

Problem Statement
Design and develop a web-based Online Complaint / Issue Tracker System where users can submit complaints and an admin can manage them. Complaints must be stored using in-memory data structures.

Technology Stack
Frontend: HTML, CSS, JavaScript
Backend: Node.js, Express.js
Database: Not allowed

Functional Requirements
User Module
• Submit complaint
• Auto-generated complaint ID
• Status set to pending

Admin Module
• View all complaints
• Update status (pending / resolved / rejected)
• Delete complaint

Mandatory API Routes
GET /complaints – Get all complaints
GET /complaints/:id – Get complaint by ID
POST /complaints – Add complaint
PUT /complaints/:id – Update complaint status
DELETE /complaints/:id – Delete complaint

Folder Structure
complaint-tracker/
  server.js
  package.json
  public/
    index.html
    admin.html
    style.css
    script.js

Rules & Constraints
• No database allowed
• No frontend frameworks
• Only Vanilla JavaScript