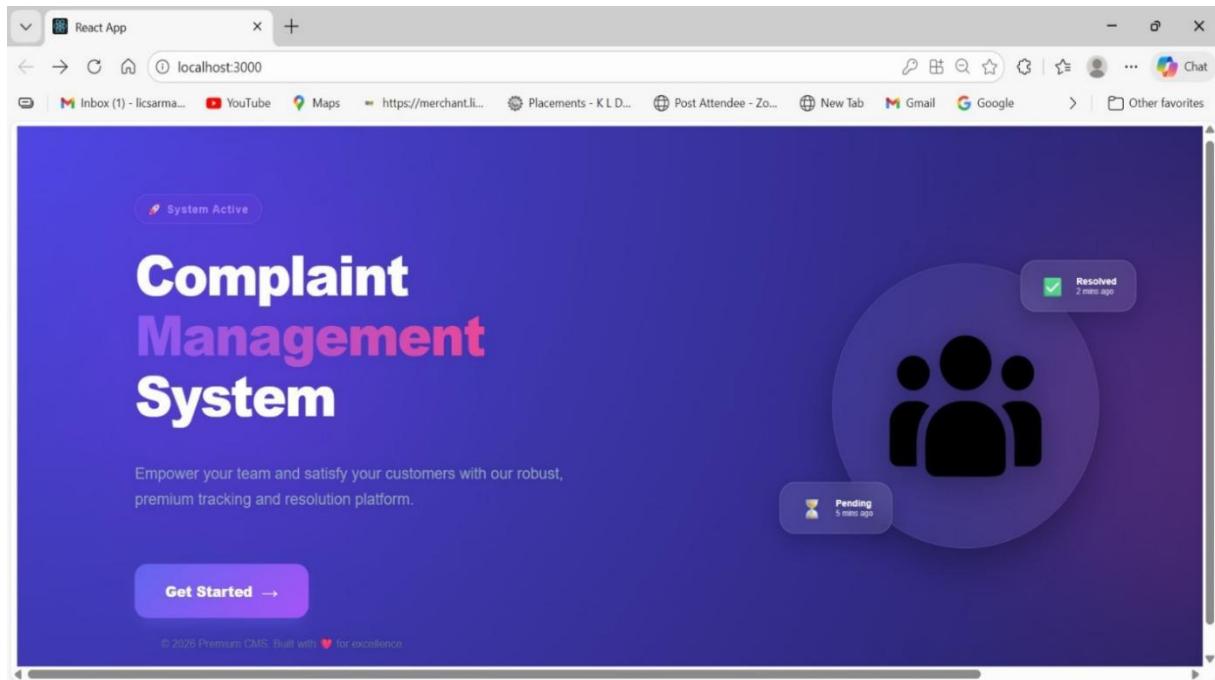


Complaint Management System

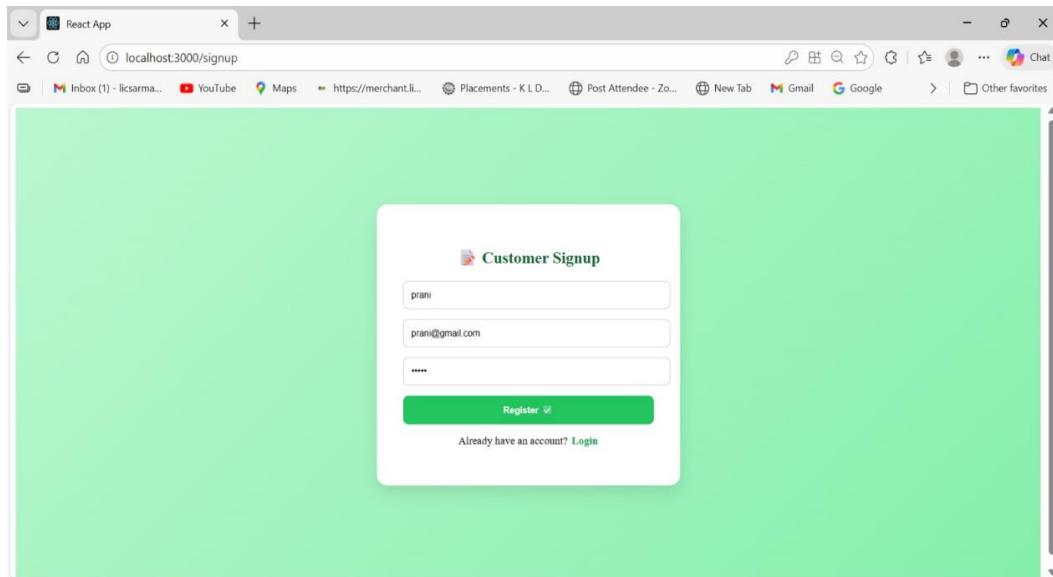
The system allows customers to raise complaints effortlessly and enables administrators to track, manage, and resolve them efficiently.

Dashboard:

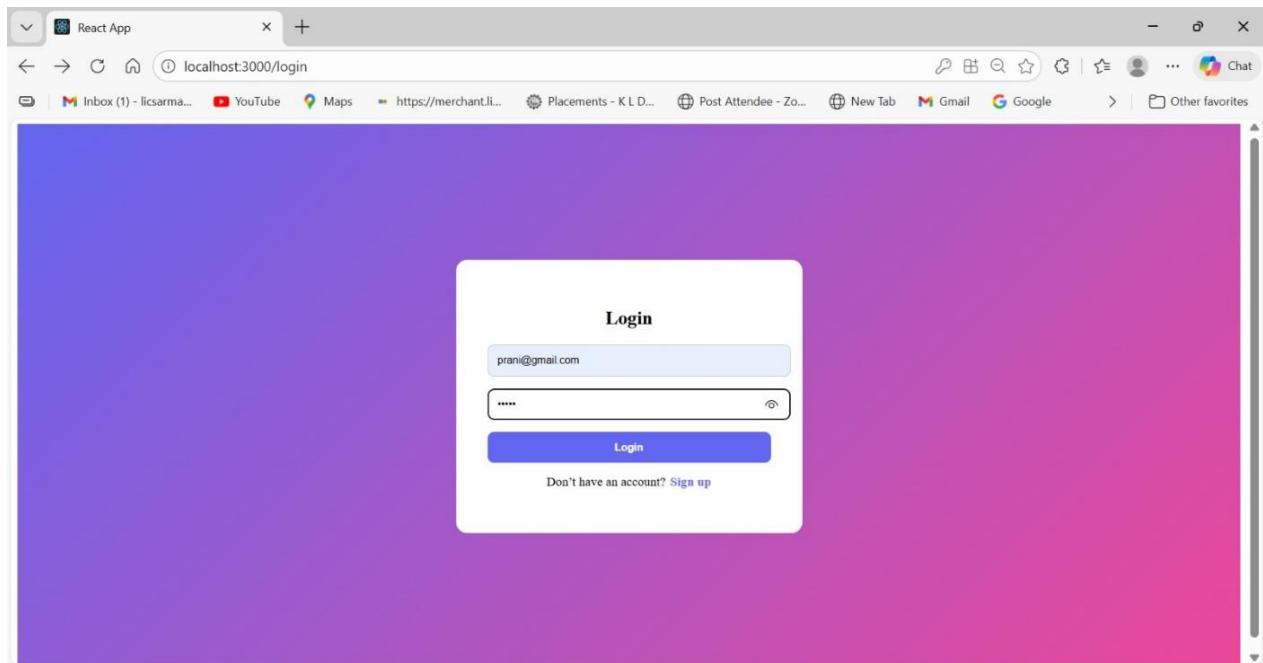


The home page welcomes users with clearly presenting the purpose of the application. It introduces the system as a reliable platform for registering, tracking, and resolving complaints. A **Get Started** button guides users toward the login process.

Customer signup page



Customer Login



The **Customer Login Page** allows users to securely sign in using their email and password. The simple and centered design ensures easy access. New users can navigate to the **Sign Up** option to create an account.

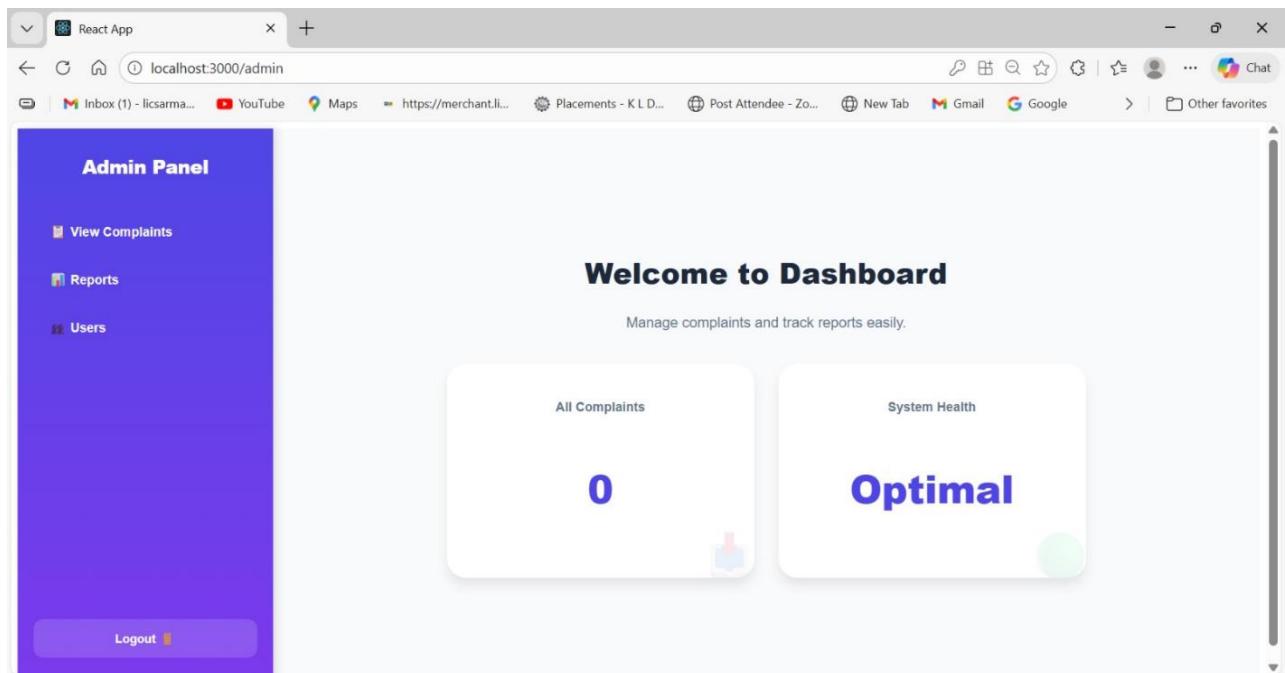
Customer complaint page:

The screenshot shows a web browser window titled "React App" with the URL "localhost:3000/customer". The main content area is titled "Customer Portal" and displays a "Raise Complaint" button, "My Complaints", and "Complaint Status". On the right, a modal window titled "Raise a New Complaint" is open, containing fields for "Complaint Title" (filled with "complaint on phone"), "Detailed Description" (filled with "my phone was missing from past two days its vivo a phone"), and "Your Register Email" (filled with "pranitha@gmail.com"). A "Submit Complaint" button is at the bottom of the modal.

View complaints in customer panel:

The screenshot shows the same "Customer Portal" interface. The "My Complaints" section is now active, displaying three complaints in a list format. Each item includes the title, a brief description, and a status indicator (PENDING, RESOLVED). The first complaint is "complaint on phone" with the description "my phone was missing from past two days. Its a vivo phone" and a PENDING status. The second is "complaint on samet watch" with the description "my smart watch is missing from fast 3 days witch is black in color.brand is boat" and a RESOLVED status. The third is "complaint on phone" with the description "phone was missing from fast 3 days" and a RESOLVED status.

AdminDashboard :



❖ Admin Panel / Admin Dashboard

The **Admin Panel** is the control center of the system. It provides administrators with an overview of all complaints and system health. Admins can:

- View total complaints
- Monitor system status
- Navigate to detailed complaint lists

A screenshot of the "User Complaints" section of the Admin Panel. The sidebar on the left remains the same. The main area is titled "User Complaints" and displays a grid of six complaints. Each complaint card includes the reporter's email, the subject, a brief description, the status (either "PENDING" or "RESOLVED"), the date, and a "Mark as Resolved" button. The complaints are as follows:

- prani@gmail.com: complaint on phone - "my phone was missing from fast two days.its a vivo phone" - PENDING - 2/18/2026 - **Mark as Resolved**
- deepu@gmail.com: key - "my key was missing from past 2 days" - PENDING - 2/17/2026 - **Mark as Resolved**
- deepu@gmail.com: COMPLAINT ON KEY - "my key was missing past 2 days.which is in gold color" - PENDING - 2/17/2026 - **Mark as Resolved**
- prani24@gmail.com: PENDING - 2/17/2026
- prani@gmail.com: PENDING - 2/17/2026
- santhi@gmail.com: PENDING - 2/17/2026

Mark as Completed / Resolved Complaints

Once an issue is addressed, administrators can **mark the complaint as Resolved**. Resolved complaints are visually distinguished, helping admins easily track completed cases and maintain an organized workflow.

Conclusion :

This Complaint Management System ensures smooth communication between customers and administrators. With its blue-themed professional design and structured flow, it enhances efficiency, accountability, and user satisfaction.