**Title: Complaint Ticket App**

Description:

The Complaint Ticket App is a web-based platform that allows users to submit complaints, issues, or service requests to organizations, companies, or government agencies. It provides a structured and efficient way for users to communicate their problems or concerns and for organizations to manage and respond to these issues effectively. The app aims to streamline the complaint-handling process and enhance customer satisfaction.

Specifications

1. User Registration and Authentication:

- Users must register and log in to submit and track complaints.

- Implement secure user authentication using JWT (JSON Web Tokens).

2. Complaint Submission:

- Allow users to submit complaints with details such as category, description, and relevant attachments (e.g., images or documents).

- Users can select the organization or department they want to address the complaint to.  
  
3. Complaint Categories:

- Support predefined and customizable complaint categories (e.g., technical issues, customer service, facilities).

- Enable users to assign complaints to the appropriate category.  
  
4. Status Tracking:\*

- Provide a tracking system that allows users to check the status of their complaints in real-time.

- Automatically update the status (e.g., received, in progress, resolved) based on the complaint's progress.

5. Comments and Notifications:

- Enable two-way communication by allowing users to leave comments and receive updates on their complaints.

- Send email or in-app notifications to users when there are status changes or responses.

6. User Profiles:

- Users can maintain profiles with personal information, contact details, and preferences.

- Allow users to manage and edit their profiles.

7. Escalation and Priority:

- Implement an escalation process for high-priority complaints that need urgent attention.

- Allow users to mark complaints as high-priority.

8. Reporting and Analytics:

- Provide organizations with tools for generating reports and analytics on complaint data to identify trends and areas for improvement.

9. Privacy and Data Security:

- Ensure the security and privacy of user data and complaint information.

- Define data retention and access control policies.

10. Responsive Design:

- Ensure the app is responsive, making it accessible on various devices and screen sizes.

11. Security:

- Implement security measures to protect user data and communication channels.

12. Database:

- Use a database system (e.g., MS SQL) for storing user profiles, complaint data, and communication records.

13. API Integration:

- Integrate with organizations' systems for efficient complaint handling and response management.

14. Testing and Debugging:\*

- Perform thorough testing and debugging to ensure the app functions without errors.

15. Deployment:

- Deploy the app to a web server or cloud platform for public access.

The Complaint Ticket App is designed to streamline the process of submitting and tracking complaints, issues, or service requests. It aims to improve customer service and response times for organizations and provide users with a user-friendly platform to voice their concerns.