

# Online Complaint Registration and Management System

## 1. Introduction

Project Title: Online Complaint Registration and Management System

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## 2. Project Overview

Purpose:

To provide a centralized platform where users can register, track, and resolve complaints efficiently.

Key Features:

- User registration and login
- Complaint submission with attachments
- Real-time tracking
- Agent-user communication
- Admin panel
- Secure data handling

## 3. Architecture

Frontend: HTML, CSS, JavaScript, React.js

Backend: Node.js

Database: MongoDB

## 4. Setup Instructions

Prerequisites: -

Node.js

- MongoDB
- Git and npm/pip

Installation: git clone

<https://github.com/your-repo.git> cd

complaint-system npm install or pip install -r  
requirements.txt

## 5. Folder Structure

/complaint-

system ???

client ? ???

public ? ??? src ???

server ? ???

controllers ? ???

models ? ??? routes

## 6. Running the Application

cd server

npm run dev

cd client

npm start

## 7. API Documentation

POST /api/register - Registers a new user

POST /api/login - Authenticates user

POST /api/complaints - Submits complaint

GET /api/complaints/:userId - Fetches complaints

## **8. Authentication**

JWT-based authentication

Role-based access (user, agent, admin)

Token-protected routes

## **9. User Interface**

Modules:

- Login / Register
- Dashboard
- Submit Complaint
- Track Complaint
- Admin Panel
- Agent Chat

## **10. Testing**

Backend: Mocha / Jest

Frontend: Manual UI testing

Validation of edge cases

## **11. Screenshots / Demo**

Refer to ER diagram and screenshots attached.

## **12. Known Issues**

- Real-time chat delay

- SMS delivery issues on poor networks

13. Future Enhancements

- Mobile app
- Voice complaint logging
- Multi-language support
- AI-based categorization

Entity-Relationship Diagram

