Grievance Management System based on a Clothing Company

Arjun Sajeev N

Sreevidya V

Sreelakshmy Jayakumar

OBJECTIVE

To design and implement a Grievance Management System that efficiently **handles user complaints** and queries through defined roles of **Users**, **Supervisors**, and **Assignees**.

PROJECT OVERVIEW

- The system consists of three main roles:
    - ❖ **User:** Raise complaints, view status updates.
    - ❖ **Supervisor:** Review, categorize, and assign complaints.
    - ❖ **Assignee:** Resolve complaints and update status.

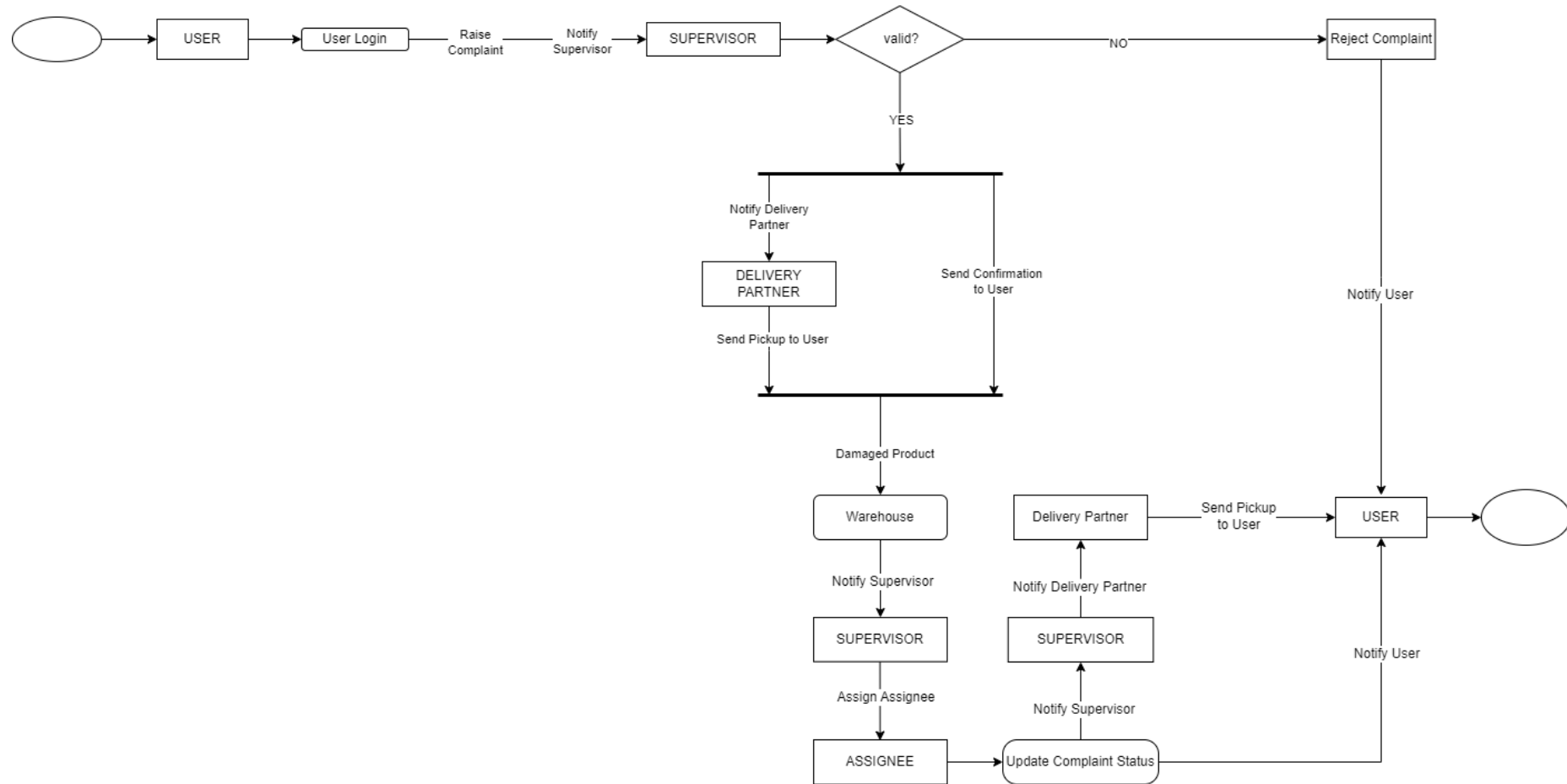   Each role has specific interfaces and functionalities.
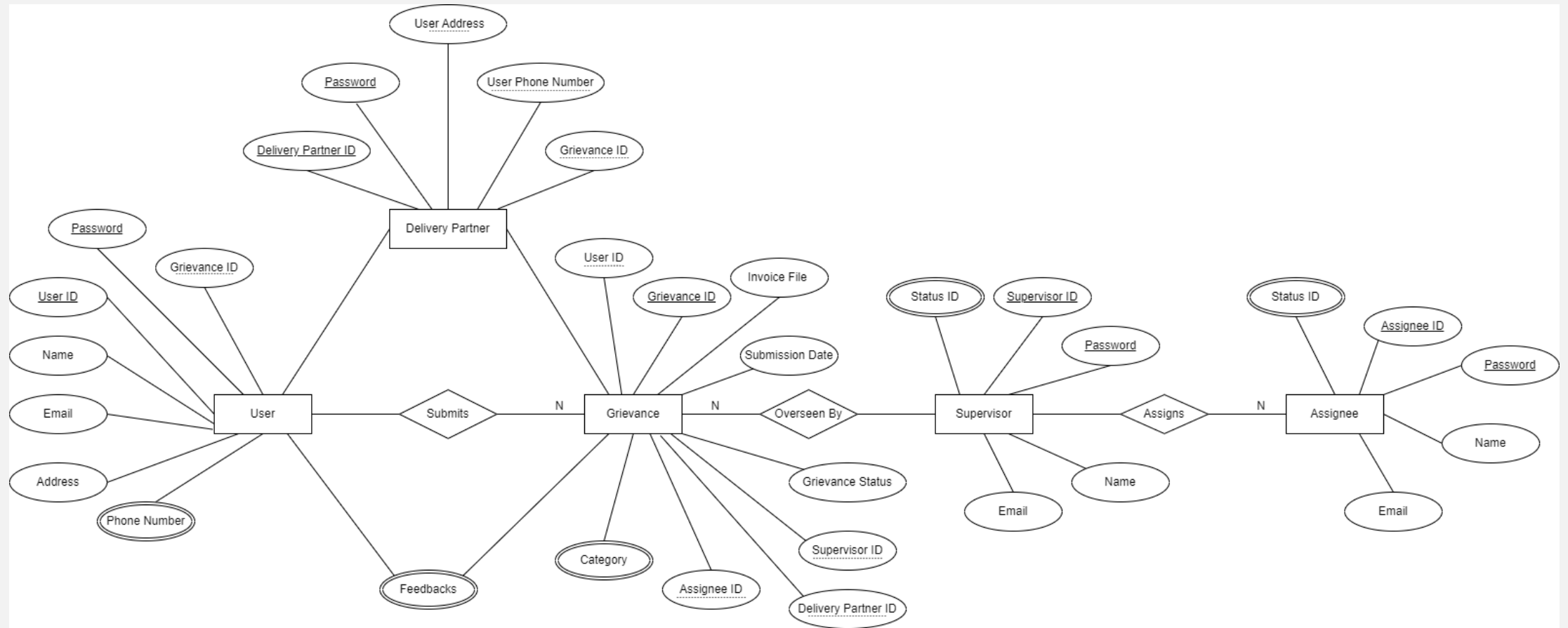
SYSTEM ARCHITECTURE

- **Frontend:** React.js for user interface
- **Backend:** Spring Boot and Java for business logic
- **Database:** PostgreSQL for data storage

FLOWCHART

FLOWCHART - CLOTHING BRAND GRIEVANCE SYSTEM

ER DIAGRAM

THANK YOU