

Complaint Management System

Project Requirement Document

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1. Introduction

The Complaint Management System is a web-based application designed to manage and track user complaints efficiently. The system includes three user roles: Super Admin, Admin, and User. The platform enables structured complaint submission, monitoring, and resolution with automated email notifications.

2. User Roles and Permissions

2.1 Super Admin

The Super Admin has full system control and management authority.

- Permissions:
- View all complaints
- Create admin accounts
- Edit and update any complaint
- Delete complaints permanently
- Manage Admin accounts
- View all users
- Receive system email notifications

2.2 Admin

Admin is responsible for handling and resolving user complaints.

- Permissions:
- Create user accounts
- View all complaints
- Accept complaints
- Update complaint status (Pending, In Progress, Completed, Cancelled)
- Add remarks or notes
- Send status update emails to users and Super Admin

2.3 User

Users are created by Admin and can submit and track complaints.

- Permissions:
- Login to the system

- Create new complaints
- View all submitted complaints
- Track complaint status
- Receive email notifications

3. Complaint Workflow

Step 1: User Account Creation

Admin creates user account.

System sends automatic email with login credentials.

Step 2: Complaint Submission

User logs into the portal and submits a complaint including:

- Complaint Title
- Description
- Attachment (optional)

Status automatically set to Pending.

Email notification sent to Admin and Super Admin.

Step 3: Admin Action

Admin reviews complaint and updates status.

- Admin can change status to:
- In Progress
- Completed
- Cancelled

Email notification sent to User and Super Admin after update.

Step 4: Super Admin Monitoring

Super Admin monitors all complaints and system activity.

Can edit or delete complaints if required.

4. Complaint Status Flow

Pending → In Progress → Completed

Pending → Cancelled

5. Email Notification System

- Automatic emails will be sent in the following scenarios:
- When Admin creates a new user account
- When User submits a complaint

- When Admin updates complaint status
- When complaint is completed or cancelled

6. Dashboard Features

User Dashboard

- Total Complaints
- Pending Complaints
- Completed Complaints
- Cancelled Complaints

Admin Dashboard

- Total Users
- Total Complaints
- Pending Complaints
- In Progress Complaints
- Completed Complaints

Super Admin Dashboard

- System Overview
- All Admins
- All Users
- All Complaints

7. Security Features

- Password encryption