

# Complaint Management System – Case Study

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## Project Overview

This project involved designing and developing a Complaint Management System for Model Police Station Defence.

The system was created to digitize the process of managing public complaints and allow complainants to track the status of their cases online.

The platform provides an admin dashboard for police staff, automated email notifications for complainants, and a transparent complaint lifecycle tracking system.

The goal was to reduce manual communication, improve efficiency, and provide a better experience for both citizens and police staff.

Tech Stack: MERN (MongoDB, Express.js, React.js, Node.js)

Features: Dashboard, Token-based authentication, Complaint tracking, Email notifications, CRUD operations.

## Problem Statement

At Model Police Station Defence, complaints were handled through a queue/token system. However, there was no digital system available for complainants to track the status of their complaints after submission.

This created several issues:

- Complainants had to repeatedly visit the police station to get updates.
- Complaint progress was not transparent.
- Police staff had to manually respond to status inquiries.
- Complaint management was inefficient and time consuming.
- Communication relied heavily on phone calls or physical visits.

These challenges created frustration for citizens and increased the workload on police staff.

## UX Goal

The goal was to design a digital system that would:

- Allow police staff to manage complaints efficiently
- Allow complainants to track complaint status online
- Provide automatic email updates when the status changes
- Improve transparency in the complaint handling process
- Reduce unnecessary visits to the police station

## User Personas

### 1. Complainant

A citizen who submits a complaint and wants to track its progress without repeatedly visiting the police station.

### 2. Police Staff

Police officers or administrative staff responsible for reviewing complaints, updating statuses, and managing cases through a dashboard.

## User Stories

### Complainant User Story:

"As a complainant, I want to submit my complaint and receive status updates so that I can track the progress of my case without visiting the police station multiple times."

### Police Staff User Story:

"As a police officer, I want to manage complaints through a centralized dashboard so that I can efficiently update statuses and track complaint progress."

## User Journey

### Step 1 – Complaint Registration

The complainant visits the police station and submits a complaint through the queue/token system.

Police staff enter the complaint details into the system including name, email, and complaint description.

### Step 2 – Complaint Storage

The complaint is saved in the database and a unique complaint ID is generated.

A confirmation email is sent to the complainant.

### Step 3 – Admin Dashboard Management

Police staff access the admin dashboard where they can:

- View complaints
- Update complaint status
- Add internal notes
- Mark complaints as resolved

### Step 4 – Email Notifications

Whenever the complaint status changes, the system automatically sends an email notification to the complainant.

## **Step 5 – Online Complaint Tracking**

The complainant can visit the Model Police Station Defence website and enter their complaint ID to track the latest status and updates.

## **Complaint Lifecycle**

The complaint passes through several stages in the system:

1. Complaint Submitted
2. Complaint Under Review
3. Investigation In Progress
4. Complaint Resolved

## **Key Features**

- Admin Dashboard
- Token-based authentication
- Complaint tracking system
- Automated email notifications
- Status management
- Full CRUD operations for complaints

## **Impact**

After implementing the system:

- Citizens no longer need to repeatedly visit the police station for updates.
- Complaint status became transparent and accessible online.
- Police staff workload was reduced.
- Communication became automated through email notifications.

The system improved efficiency, transparency, and overall complaint handling at the police station.