**CONSUMER COMPLAINTS**

**USER SIDE:**

**INDEX:**

* Index page will contain all the latest complaints along with complaint submission, Login and Registration form
* For complaint submission and details view of the complaints the user should register (New user) and login for the (Already registered user)

**USER REGISTRATION:**

* In order to post a complaints User need to register to the website, with the valid Username, Email and Password.
* If the Email already exists the user should register with alternative Email id.
* After the valid User registration the page will be redirect in to the User profile page (After the registration user can able to submit the Complaint)

**LOGIN:**

* Already existing user will login with the valid username and password

**POST COMPLAINTS:**

* After the user registration user can able to submit complaints, the complaint form should contain
  1. Company Name \*
  2. Complaint Subject \*
  3. Complaint Details \*
  4. Category \*
  5. Country
  6. State
  7. ZIP code
  8. City
  9. Website
  10. Add photo (Max 8 photo in the reference site)

These are the field are required in the post complaint (After submit the complaint post it will be redirect in to the Detail page)

**USER PROFILE**

User can update their profile for addition information about their profile

* User Dashboard contain:

1. Profile
2. Edit profile
3. Dashboard
   1. **Complaints**
   2. **Comments**
   3. **Comment received**
   4. **Message** 
      1. **Inbox**
      2. **Sent items**
      3. **Compose message**
4. Change password
5. Upload photo

**Profile:**

* Profile update contain addition information of the user .Initially it will be empty that user have not updated any information in the profile update

**Edit profile:**

* Edit profile user can able to add the information about them self list of input like:
  1. User name
  2. First name
  3. Last name
  4. Email ( Disable)
  5. Mobile Number
  6. Country
  7. City
  8. About me

**Dashboard:**

* Dashboard contain list of Complaints, Comments, Comments received
  1. **Complaints** : User post complaints are listed(status will be appeared in the complaint so that the user will know status of their complaint **Pending, Resolved**)
  2. **Comments** : User post comments are listed
  3. **Comments received** : list the other user comment on the user’s complaints

**Message:**

* Message system contain three input like:
  1. **Inbox:** List of message from the admin
  2. **Sent items:** List of message send by the user to admin
  3. **Compose message:** user can compose message to the admin it contain fields like:
     1. **Username**
     2. **Complaint id**
     3. **Company name**
     4. **Subject**
     5. **Message**

**Change password:**

* Change the password contain the all the fields like:
  1. **Current password:** Current password should be enter to change the password
  2. **New Password:** New password should be same as the current password
  3. **Confirm Password:** New password and confirm password should be same

**Upload photo:**

* The upload photo the user can upload the photo with the certain condition like:
  1. **Upload image should be png , jpeg and jpg**
  2. **Upload image lesser than the 2MB file**

**ADMIN SIDE:**

**ADMIN LOGIN:**

* Admin login will logged in using valid Admin name and Admin password

**ADMIN INDEX:**

Admin index contain list

* **Number of registered users**
* **Number of complaints**
* **Number of comments**
* **Number of resolved complaints.**

Admin index Navigation menu like:

* 1. DASHBOARD
  2. COMPLAINTS
  3. COMMENTS
  4. COMPANY DETAILS
  5. MESSAGE

**Dashboard:**

* It contain list of registered users
* Where the Admin can able to **Edit, Delete, View and (Active and Deactivate the user)**

**Complaints:**

* It will list out all the complaints by the user where Admin can able to **Edit, Delete and View** the complaints

**Comments:**

* It will list out all the comments by the user where Admin can able to :

1. **List**
2. **View**
3. **Edit**
4. **Delete**

**Company details:**

* It will list out all the companies where Admin can able to:

1. **List**
2. **View**
3. **Edit**
4. **Delete**

* **ADDNING COMPANY**:-Where the Admin should enter the each and every company details so the any complaints regarding the company will be send to the appropriate company

**Message:** In the Message system the user Message regarding any Complaints is not yet solved or any doubt in the so that it will keep in touch will the User and Admin

* Any issues can be asked by the user
* Admin can also message to the user about any complaints that still pending or Feedback to about the complaints
* Based on the company details Admin will sent the message to the companies about the complaints

**CMS:**

In the Cms where the website is maintained in the admin side

* About us
* FAQ
* Our terms
* Contact us