**A smart complaint management system**

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ComplaintHub is a comprehensive application for complaint management, allowing users to easily submit complaints and track their progress in real-time. The application aims to enhance the user experience by streamlining the complaint submission process and ensuring complete transparency throughout all processing stages. ComplaintHub offers a user-friendly interface, enabling users to quickly submit their complaints, monitor their status, and receive instant notifications about updates. The system ensures efficient complaint management while maintaining data security. Based on user requirements analysis and a literature review, a prototype has been developed to provide a smooth and reliable experience for users.

Keywords: complaints, information system, management, transparency