

Group 68 Graduation Project Proposal

Project Title: University Complaint Management System (UCMS)

University: Jamhuuriya University

Introduction

Universities are complex institutions where students, teachers, and employees face various academic, administrative, and service-related challenges. At Jamhuuriya University, complaints are often submitted verbally or informally, which leads to delays, poor follow-up, and lack of transparency. This project proposes the development of a web and mobile-based University Complaint Management System that allows all university personnel to submit complaints and ensures that responsible departments handle them efficiently.

Problem Statement

Currently, Jamhuuriya University does not have a centralized digital platform for managing complaints. Complaints related to finance, examinations, teaching, graduation, and employee work conditions are often lost or ignored due to manual processes. There is no proper tracking system, no accountability, and no data analysis to improve services. This situation affects student satisfaction, employee productivity, and overall university performance.

Complaint Categories

1. Student Complaints

- Financial Complaints
- Examination Complaints
- Teacher Complaints
- Service Complaints
- Graduation Complaints (late certificates, re-panel issues, clearance delays)

2. Employee Complaints

A. Teacher Complaints

- Class or student-related complaints
- Subject-related complaints (unable to teach a subject in a semester)
- Payment-related complaints

B. Non-Teaching Employee Complaints

- Cleaners: lack of products, cleaning interruptions
- Drivers: overtime work, unpaid or delayed vehicle expenses
- Security: students entering without ID, abuse of authority

System Features

- Secure login for students, teachers, and employees
- Complaint submission with category selection
- Automatic routing to responsible departments
- Complaint status tracking (Pending, In Progress, Resolved)
- Department dashboards for managing complaints
- Feedback and satisfaction rating system
- Reporting and analytics for management
- Web and mobile application support

Conclusion

The University Complaint Management System will improve transparency, efficiency, and accountability at Jamhuuriya University. By digitizing the complaint process, the university can enhance service quality, resolve issues faster, and create a better academic and working environment.