

# **CIET COMPLAINT MANAGEMENT SYSTEM USING C#.NET**

A minor project report submitted to



**By**

<b>Ms. BULLA KEJIYA</b>	<b>(Y21CSE021)</b>
<b>Ms. KANNEBOYINA VENKATA PRIYA</b>	<b>(Y21ECE068)</b>
<b>Ms. TUMMALA SUSMITHA</b>	<b>(Y21ECE154)</b>
<b>Ms. PUVVADA SOWMYA</b>	<b>(Y21ECE128)</b>

*Under the Esteemed Guidance of*

**Er. Y VIJAYA DURGA CHANDRA SEKHAR (Hons. In IT)**

*Founder & Chief Executive Officer, CS CODENZ*

**DEPARTMENT OF**  
**COMPUTER SCIENCE AND ENGINEERING**  
**CHALAPATHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**  
**(AUTONOMOUS)**

**(Approved by A.I.C.T.E, Affiliated To Acharya Nagarjuna University)**

**GUNTUR – 522 034**

**2023 - 2024**

**CHALAPATHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**(AUTONOMOUS)**

**(Approved by A.I.C.T.E, Affiliated To Acharya Nagarjuna University)**

**CHALAPATHI NAGAR, LAM, GUNTUR**



## **CERTIFICATE**

This is to certify that the Minor Project entitled as "**CIET COMPLAINT MANAGEMENT SYSTEM USING C#.NET**" submitted by **Ms. BULLA KEJIYA(Y21CSE021)** in partial fulfillment for the award of the Minor Project (.NET Frame Work) is a record of bona fide work carried out under my guidance.

A handwritten signature in green ink, appearing to read "YVDS". Below the signature, the date "30/3/24" is handwritten.

**UNDER THE GUIDANCE OF**

Er Y V D CHANDRA SEKHAR *Hons. In IT*

Founder & CEO, CS CODENZ

**FOUNDER & CEO  
CS CODENZ**

GSTIN: 37AGLPY2648B1Z3  
Dondapadu (V), Gudiwada (M)  
Krishna (Dt.), A.P. - 521323.

A handwritten signature in blue ink, appearing to read "AB".

**HEAD OF THE DEPARTMENT**

Dr. A. BALAJI, Ph.D

Associate Professor & Head, CSE



Department of Computer Science & Engineering  
Chalapathi I.T.I., Chalapathi Nagar, Lam, Guntur - 522 034.  
HOD : Associate Professor & Head, CSE

## **DECLARATION**

I Ms. **BULLA KEJIYA (Y21CSE021)** declared that the dissertation report entitled "**CIET COMPLAINT MANAGEMENT SYSTEM USING C#. NET**" is no more than 1,00,000 words in length including quotes and exclusive of tables, figures, bibliography, and references. This dissertation contains no material that has been submitted previously, in whole or in part, for the award of any other academic degree or diploma. Except where otherwise indicated this dissertation is our own work.

<b>Roll No</b>	<b>Name</b>	<b>Signature</b>
Y21CSE021	BULLA KEJIYA	<i>B. Kejiya</i>

Date : 30-03-2024

Place : Guntur, Lam

## **ACKNOWLEDGMENT**

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<b>Roll No</b>	<b>Name of the Student</b>
Y21CSE021	Ms. B. KEJIYA
Y21ECE068	Ms. K. VENKATA PRIYA
Y21ECE128	Ms. P.SOWMYA
Y21ECE154	Ms. T. SUSMITHA

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## **ABSTRACT**

The complaint management system is use full for all students. This abstract presents the complaint management system (CMS) of CIET college website. The Complaint management system aims to the processing and addressing of complaint to the students and staff. It is easy to understand and the complaint is given to take the less time. And give response to students is very fast. The Complaint management system method is very helpful for all students. In this Complaint management system method the students will directly interact to the management. The students problems will be solved very fast. The Complaint management system push the complaints to the management. The Complaint management system process is aims to improve the digital technology in colleges. The Complaint management system is to increasing the problems in college to overcome the students and staff problems we use the Complaint management system

## **PROBLEM STATEMENT**

In previous days students used traditional methods like complaint boxes, for that we're using papers but we doesn't know either the problem reached to the faculty or management about student facing problems like ragging, subject related problems, water problem, fees related problems, and other problems etc. If students approach the faculty even they may not be cleared problems. Now days this process is very easy to solve the problems. We introduce digital process. We introduce CMS website. It will help the students to overcome their problems and identify by the management. It takes less time and the problem will be solved quickly

## **FEASIBILITY STUDY**

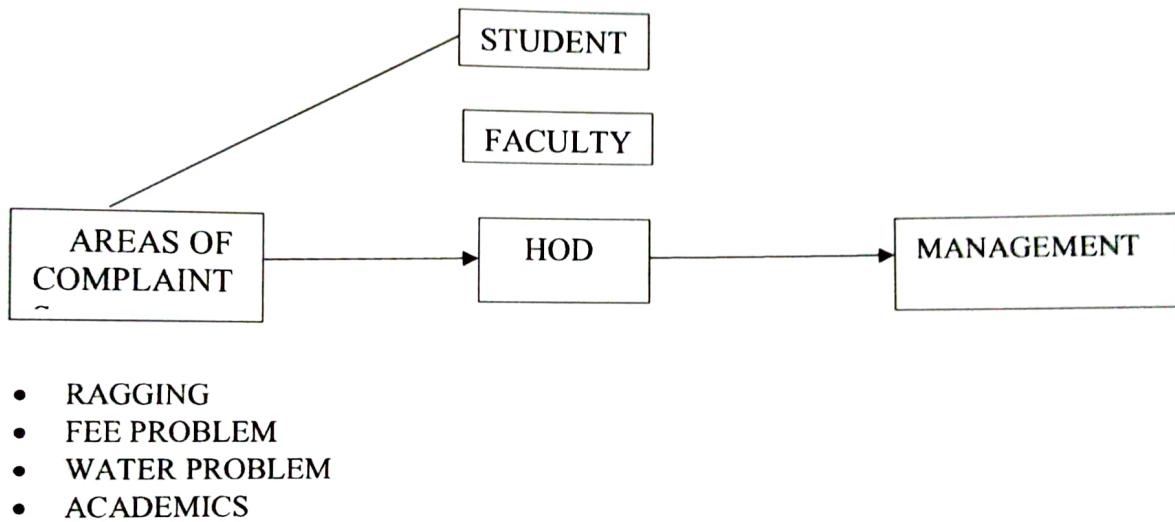
Complaint management in a college setting involves processes and system put in place to address and resolve grievances or complaints from students, faculty. In that teaching and non-teaching staff. Here is how a complaint management can be handled and functioning in colleges using a case study approach. Development of a complaint management systems for a college website. In response to the growing need for effective complaint management in colleges. CIET college has decided to develop a comprehensive complaint management system (CMS) on its website. The steps involved in creating this digital platform to streamline the complaint handling process for students and faculty. The CMS will have an easy-to-use interface to all stakeholders like students, faculty for submitting complaints easily. Complaints are of different class based on issues such as academics, infrastructure, faculty, administration and other management related problems. Users can set the priority level of their complaints, helping the management to address the critical issues promptly. To encourage transparency, the system allows the unidentified reporting while ensuring confidentiality. By assigning a unique id for each complaint, it is easy for tracking and allow the users to monitor the status of their complaints. Users receive real-time on the progress of their complaints and are inform upon aim. The development team conducts through research to understand the college's specific complaint management needs and user expectations. The system undergoes rigorous testing to identify and react for that problem

# **CHAPTER 1**

## 1. INTRODUCTION

"Welcome to our CIET COMPLAINT MANAGEMENT SYSTEM This platform serves as a direct line of communication between you, and our dedicated team. Our commitment to excellence drives us to address each complaint with a special attention towards u. Through this advanced platform, we offer u an opportunity to communicate openly and effectively with our supportive team members our commitment to continuous improvement means that every complaint, suggestion or praise u share contributes directly to our journey to successive to new heights. By following our platform u will discover a seamless process for submitting your feedback, tracking your requests and receiving timely updates on the resolution progress so, we r here to listen, learn, and elevate your experience with us to new heights"

### 1.1.BLOCK DIAGRAM



# **CHAPTER 2**

## **2. MOTIVATION & OBJECTIVE**

This study states that, in every stream people faces problems so, our motto is to overcome this we created an application

### **2.1 MOTIVATION**

our main motto is to give a chance to every body to solve their problems without physical communication. By this platform u can virtually communicate with management to overcome their problems

### **2.2 OBJECTIVE**

- Complaint management system focuses on resolving customer grievances.
- Identifying areas for improvement.
- Provide students with a safe space to express their concerns without fear and consequences
- No organization wants to receive complaints about poor service

# **CHAPTER 3**

## **3 SOFTWARE & HARDWARE REQUIREMENTS**

### **3.1 SOFTWARE REQUIREMENTS**

<b>Operating System</b>	: Windows
<b>Programming Language</b>	: C#
<b>Modules Required</b>	: .NET Framework
<b>Modules</b>	: Own Modules created by the programmer for the based on the management system to develop both Window and Web Applications , Here it is a Console Application.
<b>IDE's</b>	: Visual Studio – 2022

### **3.2 HARDWARE REQUIREMENTS**

<b>Processor</b>	: 11 <sup>th</sup> Gen Intel(R) core (TM) i5-1155G7@ 2.50GH
<b>RAM</b>	: 8.00GB
<b>Version</b>	: 22H2

# **CHAPTER 4**

## **4 LITERATURE SURVEY**

### **4.1 Literature Survey 1**

**Name** : Ashraf Tag-Eldeen

**Title** : Complaint management system in hospitality Organizations in Egypt

**About** : The objectives of this research are to investigate the concept of complaints management, its significance, and to address the different approaches of implementing and dealing with concept in hospitalities operation

### **4.2 Literature Survey 2**

**Name** : veronica Gonzalez Bosch

**Title** : Exploiting a customer complaint management system

**About** : To present a simple yet comprehensive customer complaint management system (CCMS)Which includes tools and concepts from total quality management(TQM)and quality function deployment proposed by the authors.,

### **4.3 Literature Survey 3**

**Name** : P Parikh, Chris Dutt

**Title** : Complaint management behaviour in five star hotels

**About** : Purpose a continuous issue which plagues all service businesses is the process of handling complaints. Whilst the topics has been relatively well explored, extant literature has failed to fully explore how staff demographics influence the methods in which they manage complaints

# **CHAPTER 5**

## **5 KEYWORDS & DEFINITIONS**

### **5.1 KEYWORDS**

5.11 Virtual communication

5.12 Complaint

5.13 Commitment

5.14 Interface

5.15 Loyalty

### **5.2 DEFINITIONS**

5.21 Virtual communication: The use of digital tools such as text messages between people who are not physically face to face

5.22 Complaint: A statement that you are not satisfied with something

5.23 Commitment: A promise or agreement to do something

5.24 Interface: A point where two things link, connect or interact

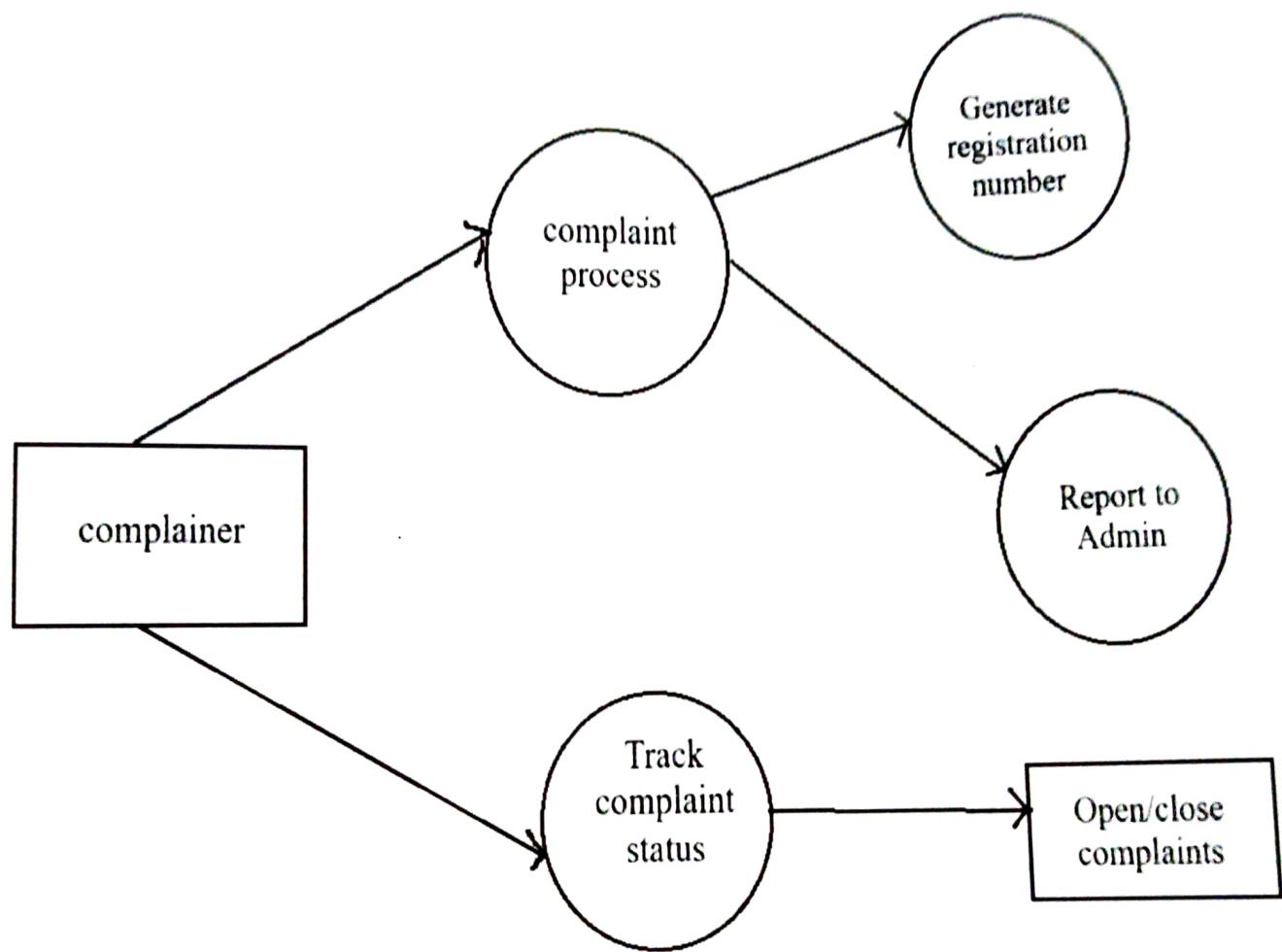
5.25 Loyalty: faithfulness to commitments or obligations

# **CHAPTER 6**

## 6 DESIGNING

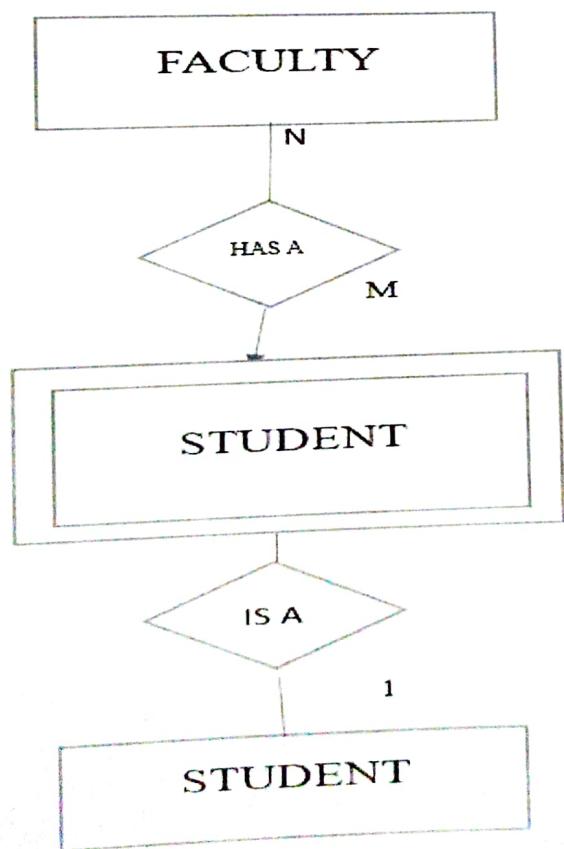
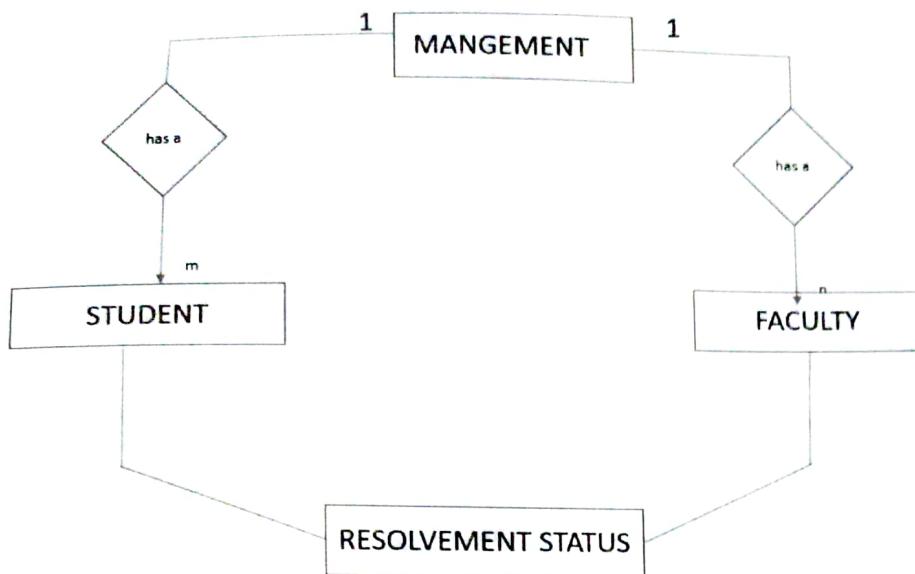
As we can see that before ER Diagram there is no correct process so that we can see our proposed design has clarified and detailed information

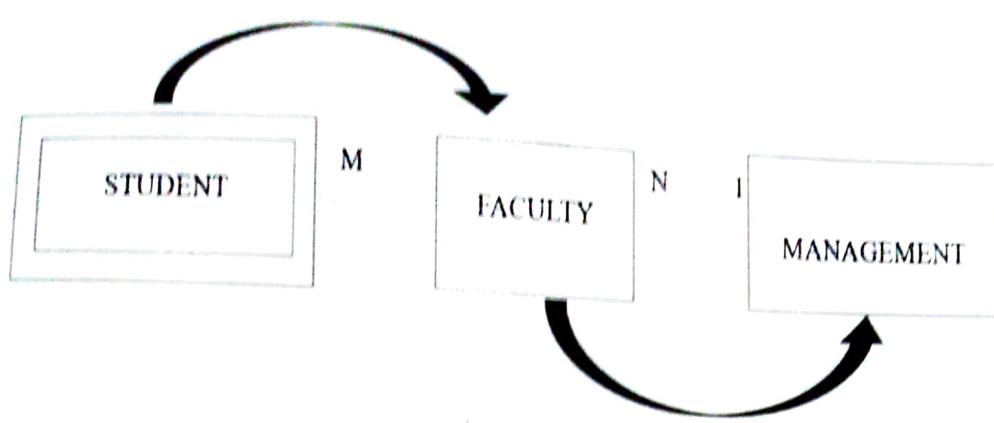
### 6.1 EXISTING SYSTEM



### 6.2 PROPOSED SYSTEM

These ER diagram is very much detailed like MANAGEMENT , FACULTY , STUDENTS blocks separately we can easily understand the connection

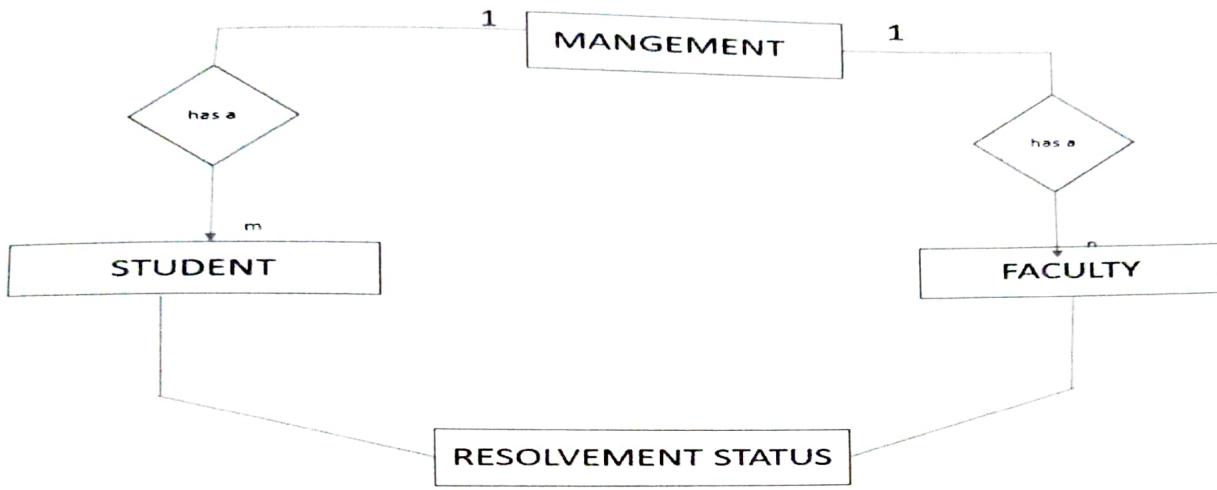




# **CHAPTER 7**

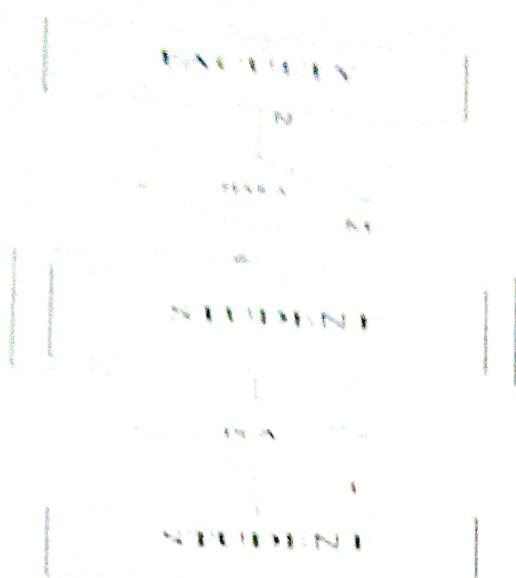
## 7.1 ADMIN MODULE

Management has the official powers to control the flow of data from one part of the system to the other he can manipulate the access of the user to the data the primary purpose of this account is to the data. The primary purpose of this platform is to make the user data relevant and then giving the inputs to the other an interface module and make it work optimistically and get the timetable according to the wish we want to create for a particular data

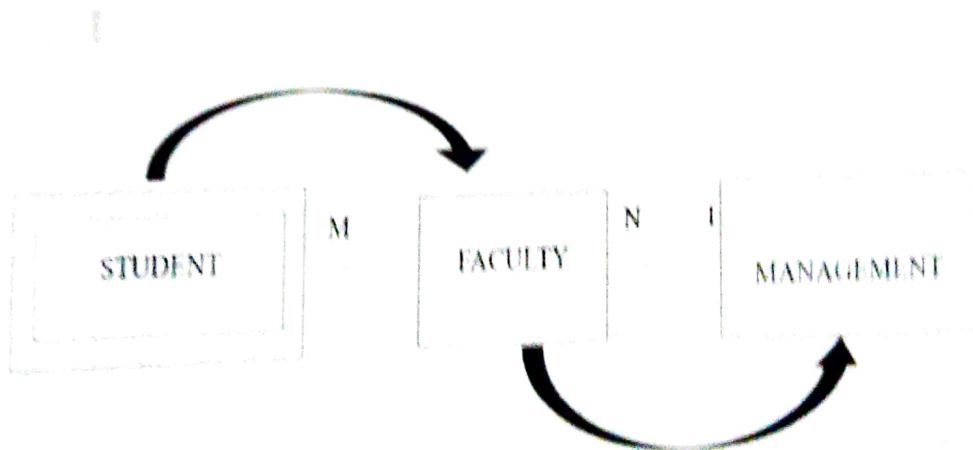


## 7.2 STUDENT MODULE

Students can see their profiles and send complaint to faculty In student module we have create an login id to register a complaint



### 7.3 FACULTY MODULE



# **CHAPTER 8**

## **8 METHODOLOGY**

C# is a purely Object oriented programming language, it gets properties from C, CPP and JAVA. From "C" the syntax, keywords and operators are inherited, from "CPP", it inherits the Object oriented mechanism and from "JAVA", it gets the security aspects and portable code generation, and the C# is used as "PRIMARY LANGUAGE" in DOT NET Framework. It offers a friendly environment to the user.

C# was introduced by "Microsoft" as a part of overall DOT NET strategy, and C# offered cross-language interoperability which was not there in java. The journey of C# from version 1.0 to version 4.0 is shown below.

In version 1.0, the Cross language was introduced.

In version 2.0, Priority was given to C# language.

In version 3.0, the Front End was designed.

In version 4.0, the Back End was developed.

In C# code was executed by "Common Language Runtime" instead of operating system, these runtime provides services like Garbage collector, Type conversion, Exception handling, and the code compiled by the language compiler into Intermedia language. The C# has the following features like;

Simple

Structured Programming

Scalable & Updateable

Type Safe

Rich Library

Fast Speed

In C# Data types each and every data type must be inherited the properties from Data type class, in these c # the working process of Data type class is acts as mediator between Data type and Variable. The C# contains a help system which is a collection of libraries of entire DOT NET Framework, if you need any assistance it directly proceed with the help system.

# **CHAPTER 9**

## 9 CODING

### 9.1 MANAGEMENT BLOCK

```
public void manage()
{
    Console.ForegroundColor = ConsoleColor.Cyan;
    Console.WriteLine("          MANAGEMENT LOGIN");
    Console.ForegroundColor = ConsoleColor.Red;
    Console.WriteLine("\n1. Complaints Applied by Students");
    Console.WriteLine("\n2. Complaints Applied by Faculty");
    Console.ForegroundColor = ConsoleColor.Yellow;
    Console.Write("\n Enter choice to display : ");
    int n = Convert.ToInt32(Console.ReadLine());
    Console.Clear();
    if (n == 1)
    {
        Console.ForegroundColor = ConsoleColor.White;
        DisplayComplaints();
        if (complaints != null)
        {
            Console.ForegroundColor = ConsoleColor.Magenta;
            Console.Write("Enter Complaint Id to resolve :");
            int i = Convert.ToInt32(Console.ReadLine());
            Console.WriteLine("\n 1. Accept");
            Console.WriteLine("\n 2. Reject");
            int p = Convert.ToInt32(Console.ReadLine());

            Console.Clear();
            if (n == 1)
            {
                Console.ForegroundColor = ConsoleColor.White;
                DisplayComplaints();
                if (complaints != null)
                {
                    Console.ForegroundColor = ConsoleColor.Magenta;
                    Console.Write("Enter Complaint Id to resolve :");
                    int i = Convert.ToInt32(Console.ReadLine());
                    Console.WriteLine("\n 1. Accept");
                    Console.WriteLine("\n 2. Reject");
                    int p = Convert.ToInt32(Console.ReadLine());

                    Console.Clear();
                    if (p == 1)
                    {
                        Console.ForegroundColor = ConsoleColor.Green;

```

```

        Console.WriteLine("Complaint Resolved");
        Console.WriteLine();
        Console.ForegroundColor = ConsoleColor.Magenta;
        Console.Write("Enter the id resolved :");
        cmp.Add(Console.ReadLine());

    }
    else if (p == 2)
    {
        Console.ForegroundColor = ConsoleColor.Red;
        Console.WriteLine("Complaint Rejected");
        cmp.Add("0");
    }
    Console.Clear();
}
else if (complaints == null)
{
    Console.ForegroundColor = ConsoleColor.Cyan;
    Console.WriteLine(" Complaints are Not Registered yet");
}
else if (n == 2)
{
    Console.ForegroundColor = ConsoleColor.White;
    for (int i = 0; i < na.Count; i++)
    {
        Console.WriteLine("Id : " + (i + 1));
        Console.WriteLine("FacultyName : " + na[i]);
        Console.WriteLine("Description : " + de[i]);
        Console.WriteLine();
    }
    Console.ForegroundColor = ConsoleColor.Magenta;
    Console.WriteLine("Enter the id to resolve : ");
    int z = Convert.ToInt32(Console.ReadLine());
    Console.WriteLine("\n 1. Accept");
    Console.WriteLine("\n 2. Reject");
    int p = Convert.ToInt32(Console.ReadLine());
    Console.Clear();
    if (p == 1)
    {
        Console.ForegroundColor = ConsoleColor.Green;
        Console.WriteLine("Complaint Resolved");
        Console.WriteLine();
        Console.ForegroundColor = ConsoleColor.Magenta;
        Console.Write("Enter the id resolved :");
        imp.Add(Console.ReadLine());
    }
    else if (p == 2)
    {
        Console.ForegroundColor = ConsoleColor.Red;
        Console.WriteLine("Complaint Rejected");
    }
}

```

```

        }
    }
    imp.Add("0");
}
Console.Clear();
}
}

```

## 9.2 STUDENT BLOCK

```

public void bc()
{
    bool exit = false;
    Console.ForegroundColor = ConsoleColor.Cyan;
    Console.WriteLine("          STUDENT LOGIN");
    while (!exit)
    {
        Console.ForegroundColor = ConsoleColor.Magenta;
        Console.WriteLine("\n1. Register Complaint");
        Console.WriteLine("\n2. Display Complaints");
        Console.WriteLine("\n3. Update Complaint");
        Console.WriteLine("\n4. Delete Complaint");
        Console.WriteLine("\n5. resolve complaint");

        Console.Write("\nEnter your choice : ");
        int choice = int.Parse(Console.ReadLine());
        Console.Clear();
        if (choice == 1)
        {
            Console.ForegroundColor = ConsoleColor.Green;
            Console.Write("\nEnter student name : ");
            string studentName = Console.ReadLine();
            Console.Write("\nEnter complaint Title: ");
            string Title = Console.ReadLine();
            Console.WriteLine();
            AddComplaint(studentName, Title);
            Console.WriteLine();
            break;
        }
        else if (choice == 2)
        {
            Console.ForegroundColor = ConsoleColor.White;
            DisplayComplaints();
            Console.WriteLine();
            break;
        }
        else if (choice == 3)
        {

```

```

Console.ForegroundColor = ConsoleColor.White;
DisplayComplaints();
Console.ForegroundColor = ConsoleColor.Cyan;
Console.Write("Enter ID to update : ");
int updateId = int.Parse(Console.ReadLine());
Console.Clear();
Console.Write("Enter the name : ");
string STUDENT = Console.ReadLine();
Console.Write("Enter new complaint Title: ");
string newDescription = Console.ReadLine();
UpdateComplaint(updateId, STUDENT, newDescription);
Console.WriteLine();
break;
}
else if (choice == 4)
{
    Console.ForegroundColor = ConsoleColor.Blue;
    Console.Write("Enter complaint ID to delete: ");
    int deleteId = int.Parse(Console.ReadLine());
    DeleteComplaint(deleteId);
    Console.WriteLine();
    break;
}
else if (choice == 5)
{
    Console.Write("Enter the complaint id : ");
    string id = Console.ReadLine();
    for (int i = 0; i < cmp.Count; i++)
    {
        if (cmp[i] == id)
        {
            Console.ForegroundColor = ConsoleColor.DarkGreen;
            Console.WriteLine("complaint resolved");
            Console.WriteLine();
            break;
        }
        else
        {
            Console.ForegroundColor = ConsoleColor.Red;
            Console.WriteLine("complaint rejected");
            Console.WriteLine();
            break;
        }
    }
    if (cmp.Count == 0)
    {
        if (cmp[0] == id)
        {
            Console.ForegroundColor = ConsoleColor.DarkGreen;
            Console.WriteLine("complaint resolved");
        }
    }
}

```

```
        Console.WriteLine();
        break;
    }
    else
    {
        Console.ForegroundColor = ConsoleColor.Red;
        Console.WriteLine("complaint rejected");
        Console.WriteLine();
        break;
    }
}
break;
}
```

### **9.3 FACULTY BLOCK**

```

public void fac()
{
    bool exit = false;
    Console.ForegroundColor = ConsoleColor.Cyan;
    Console.WriteLine("          FACULTY LOGIN");
    while (!exit)
    {
        Console.ForegroundColor = ConsoleColor.DarkMagenta;
        Console.WriteLine("\n1. Display students Complaints");
        Console.WriteLine("\n2. Register Complaint");
        Console.WriteLine("\n3. Update Complaint");
        Console.WriteLine("\n4. Resolve Complaint");
        Console.Write("\nEnter your choice: ");
        int choice = int.Parse(Console.ReadLine());
        Console.Clear();
        if (choice == 2)
        {
            Console.ForegroundColor = ConsoleColor.Green;
            Console.Write("\nEnter faculty id : ");
            string facid = Console.ReadLine();
            Console.Write("\nEnter faculty name : ");
            string facName = Console.ReadLine();

            Console.Write("\nEnter complaint title: ");
            string description = Console.ReadLine();
            na.Add(facName);
            de.Add(description);
            id.Add(facid);
            re.Add("False");
            count++;
            Console.WriteLine("\nComplaint registered successful");
            Console.WriteLine();
        }
        else if (choice == 1)
        {
            Console.WriteLine("Displaying Students Complaints");
            foreach (var item in na)
            {
                Console.WriteLine(item);
            }
        }
        else if (choice == 3)
        {
            Console.WriteLine("Update Complaint");
        }
        else if (choice == 4)
        {
            Console.WriteLine("Resolve Complaint");
        }
        else
        {
            Console.WriteLine("Invalid Choice");
        }
        Console.WriteLine("Do you want to exit (y/n)?");
        string response = Console.ReadLine();
        if (response.ToLower() == "y")
        {
            exit = true;
        }
    }
}

```

```

        }
        else if (choice == 1)
        {
            Console.ForegroundColor = ConsoleColor.White;
            DisplayComplaints();
            break;
        }
        else if (choice == 3)
        {
            for (int i = 0; i < na.Count; i++)
            {
                Console.ForegroundColor = ConsoleColor.White;
                Console.WriteLine("Id : " + (i + 1));
                Console.WriteLine("FacultyName : " + na[i]);
                Console.WriteLine("Title : " + de[i]);
                Console.WriteLine();
            }
            Console.ForegroundColor = ConsoleColor.Cyan;
            Console.Write("Enter ID to update : ");
            int updateId = int.Parse(Console.ReadLine());
            Console.Clear();
            Console.ForegroundColor = ConsoleColor.Magenta;
            Console.Write("Enter the name : ");
            string Faculty = Console.ReadLine();
            Console.Write("Enter new complaint title : ");
            string newDescription = Console.ReadLine();
            na[updateId - 1] = Faculty;
            de[updateId - 1] = newDescription;
            Console.WriteLine("Complaint updated successfully.");
            Console.WriteLine();
            break;
        }
        else if (choice == 4)
        {

            Console.Write("Enter complaint ID ");
            string ID = Console.ReadLine();
            for (int i = 0; i < imp.Count; i++)
            {
                if (imp[i] == ID)
                {
                    Console.ForegroundColor = ConsoleColor.DarkGreen;
                    Console.WriteLine("complaint resolved");
                    Console.WriteLine();
                    break;
                }
                else
                {
                    Console.ForegroundColor = ConsoleColor.Red;
                    Console.WriteLine("complaint rejected");
                    Console.WriteLine();
                }
            }
        }
    }
}

```

```
        break;
    }
}
if (imp.Count == 0)
{
    if (imp[0] == ID)
    {
        Console.ForegroundColor = ConsoleColor.DarkGreen;
        Console.WriteLine("complaint resolved");
        Console.WriteLine();
        break;
    }
    else
    {
        Console.ForegroundColor = ConsoleColor.Red;
        Console.WriteLine("complaint rejected");
        Console.WriteLine();
        break;
    }
}
}
```

# **CHAPTER 10**

## 10 TESTING

### 10.1 UNIT TESTING

```
CIET COMPLAINT MANAGEMENT SYSTEM

1. Student
2. Faculty
3. Management

1 STUDENT LOGIN

1. Register Complaint
2. Display Complaints
3. Update Complaint
4. Delete Complaint
5. resolve complaint

Enter your choice : |
```

✓ Enter student name : sowmya  
Enter complaint Title: water problem  
Complaint registered successfully.

```
1. Student
2. Faculty
3. Management

1|
```

### 10.2 INTEGRATION TESTING

```
Enter faculty id : 1314
Enter faculty name : sirisha
Enter complaint title: extra classes
Complaint registered successfully.
```

```
Enter faculty id : 2132
Enter faculty name : Raj Kumar
Enter complaint title: salary problem
Complaint registered successfully.
```

## MANAGEMENT LOGIN

1. Complaints Applied by Students
2. Complaints Applied by Faculty

Enter choice to display : 2

```
Id : 1
FacultyName : sirisha
Title : extra classes

Id : 2
FacultyName : Raj kumar
Title : salary problem

Enter the id to resolve :
2

1. Accept
2. Reject
```

```
Enter complaint ID  2
complaint resolved
```

```
Id : 1
FacultyName : sirisha
Title : extra classes

Id : 2
FacultyName : raj kumar
Title : salary problem

Enter the id to resolve :
1

1. Accept
2. Reject
2
```

```
Enter complaint ID  1
complaint rejected
```

### 10.3 SYSTEM TESTING

#### 10.3.1 Case 1 : Using “Read/Retrieve” in CRUD operations

```
ID : 1
Student : sowmya
Title : water problem
Date : 29-03-2024 20:02:11
Resolved : False

ID : 2
Student : siva
Title : fees problem
Date : 29-03-2024 20:02:48
Resolved : False

ID : 3
Student : susmitha
Title : computers are not working properly
Date : 29-03-2024 20:03:10
Resolved : False
```

#### 10.3.2 Case 2 :Using “DELETE” in CRUD operations

```
Enter complaint ID to delete: 3
Complaint deleted successfully.
```

#### 10.3.3 Case 3 : using “UPDATE” in CRUD operations

```
Enter the name : priya
Enter new complaint Title: buses problem
Complaint updated successfully.
```

#### 10.3.4 Case 4 : Checking the Complaint Resolvement status

## MANAGEMENT LOGIN

1. Complaints Applied by Students
2. Complaints Applied by Faculty

Enter choice to display : 1

ID : 1  
Student : priya  
Title : buses problem  
Date : 29-03-2024 20:34:22  
Resolved : False

ID : 2  
Student : siva  
Title : fees problem  
Date : 29-03-2024 20:34:36  
Resolved : False

ID : 3  
Student : susmitha  
Title : computers are not working properly  
Date : 29-03-2024 20:35:02  
Resolved : False

Enter Complaint Id to resolve : 2

1. Accept
2. Reject

1|

Enter the complaint id : 2  
complaint resolved

# **CHAPTER 11**

## 11 RESULT

The success rate is 90% as the data Updating and displaying the updated Information and Creation , Read , Updation , Deletion operations was successfully completed in efficient manner this platform was efficient accuracy in all aspects and management can easily interact with the faculty and students without physical communication with the help of console application .This is one of revolutionary way of complaining against the management or faculty without fear by this as we compare with the other references their accuracy is only 80% but this application accuracy is 90% by seeing this we can understand that how efficiently it working when compared to the others application. this application is designed user friendly because the well educated management, faculty, and normal students also can use this website.

# **CHAPTER 12**

## **12 CONCLUSION**

Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements. Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

# **CHAPTER 13**

## **13 FUTURE SCOPE**

The proposed system is purely “COMPLAINT MANAGEMENT SYSTEM” we will make this project as online where every student using their unique ID can view their complaint status without physical communication . In a broad sense, Complaint Management is the process by which Management Handles student and faculty complaints. if Managed this effectively, Complaints can help your management. This unique platform doesn't stick on college complaint management system, we can use this in any stream like Hospitals, Schools, Banking sector in this way to remove challenges while dealing with customers and their issues .we can use it anywhere because everybody needs Deployment in their profession for that, this is very helpful . we can receive each and every complaint without any mediator and then we can solve that by management that truly leads to successful Deployment in future.

# **CHAPTER 14**

## **14 REFERENCES**

### **14.1 Reference 1 :**

COMPLAINT REGISTRATION MANAGEMENT SYSTEM PROJECT REPORT - Academia.edu

### **14.2 Reference 2 :**

[https://1000projects.org/complaint-management-system-asp-net-project-report.html#google\\_vignette](https://1000projects.org/complaint-management-system-asp-net-project-report.html#google_vignette)

### **14.3 Reference 3 :**

<https://www.slideshare.net/miteshpatel414/complaint-management-system>