

COMPLAINT MANAGEMENT SYSTEM

User Login:

```
C:\Windows\System32\cmd.exe - java ComplaintManagementSystem X + v
--- User Registration ---
Enter username: user4
Enter password: user4
User registered successfully.

1. Register
2. Login
3. AdminRegister
4. AdminLogin
5. Exit
Choose an option: 2

--- User Login ---
Enter username: user4
Enter password: user4
Login successful.

1. Submit Complaint
2. View Complaints
3. Logout
Choose an option: 1

--- Submit Complaint ---
Enter complaint description: complaint against grading system
Enter userid to register complaint: 4
Complaint submitted successfully.

1. Submit Complaint
2. View Complaints
3. Logout
Choose an option: 2

--- View Complaints ---
Enter userid to register complaint: 4
Complaint Id : 8, Description: complaint against grading system, Status : NEW
```

Admin Login:

```
C:\Windows\System32\cmd.exe - java ComplaintManagementSystem X + v
2. Login
3. AdminRegister
4. AdminLogin
5. Exit
Choose an option: 4

--- Admin Login ---
Enter username: admin1
Enter password: admin1
Login successful.

1. View All Complaints
2. Update Complaints
3. Logout
Choose an option: 2

--- Update Status ---
Enter complaint ID: 8
Please enter any status from
1. OPEN
2. IN_PROGRESS
3. COMPLETED
Enter your option: 1
Status updated successfully.

1. View All Complaints
2. Update Complaints
3. Logout
Choose an option: 1

--- View Complaints ---
Complaint Id : 6, Description: writing if there is any possibility for revising the course schedule and avoid the conflicts. , Status : IN PROGRESS
Complaint Id : 5, Description: writing complaint against the grading system of the college, Status : OPEN
Complaint Id : 7, Description: raising issue against the student parking facilities of the campus., Status : COMPLETED
Complaint Id : 8, Description: complaint against grading system, Status : OPEN
```

Database Details:complaint_db

The screenshot shows the phpMyAdmin interface for the 'complaint_db' database. The left sidebar displays the database structure with 'complaint_db' selected, showing sub-databases 'admin', 'complaints', and 'users'. The main panel shows the 'Structure' tab for 'complaint_db'. It lists three tables: 'admin', 'complaints', and 'users'. Each table has a 'Browse' button and a 'Structure' button. The 'admin' table has 0 rows, 'complaints' has 0 rows, and 'users' has 0 rows. The 'Sum' row shows a total of 0 rows. The console at the bottom shows the following queries:

```
> SELECT * FROM `users`  
> SELECT * FROM `admin`  
> SELECT * FROM `complaints`
```

Tables:

i)user:

The screenshot shows the phpMyAdmin interface for the 'users' table in the 'complaint_db' database. The left sidebar shows the database structure with 'users' selected. The main panel shows the 'Browse' tab for 'users'. It displays the following data:

user_id	username	password
7	user3	user3
6	user2	user2
5	user1	user1

The console at the bottom shows the following queries:

```
> SELECT * FROM `users`  
> SELECT * FROM `admin`  
> SELECT * FROM `complaints`
```

ii)admin:

localhost / MySQL / complaint_db x

localhost/phpmyadmin/index.php?route=/sql&pos=0&db=complaint_db&table=admin

Server: MySQL:3306 » Database: complaint_db » Table: admin

Showing rows 0 - 1 (2 total. Query took 0.0037 seconds.)

`SELECT * FROM `admin``

Number of rows: 25 Filter rows: Search this table Sort by key: None

	admin_id	username	password
<input type="checkbox"/>	5	admin2	admin2
<input type="checkbox"/>	4	admin1	admin1

Console

```
Press Ctrl+Enter to execute query
> SELECT * FROM `users`
> SELECT * FROM `admin`
> SELECT * FROM `complaints`
```

iii)complaints:

localhost / MySQL / complaint_db x

localhost/phpmyadmin/index.php?route=/sql&pos=0&db=complaint_db&table=complaints

Server: MySQL:3306 » Database: complaint_db » Table: complaints

Showing rows 0 - 2 (3 total. Query took 0.0034 seconds.)

`SELECT * FROM `complaints``

Number of rows: 25 Filter rows: Search this table Sort by key: None

	complaint_id	user_id	description	status
<input type="checkbox"/>	6	2	writing if there is any possibility for revising t...	IN PROGRESS
<input type="checkbox"/>	5	1	writing complaint against the grading system of th...	OPEN
<input type="checkbox"/>	7	3	raising issue against the student parking faciliti...	COMPLETED

Console

```
Press Ctrl+Enter to execute query
> SELECT * FROM `users`
> SELECT * FROM `admin`
> SELECT * FROM `complaints`
```