

**Naan Mudhalvan**

**Project Report**

*Complaint Management  
System*

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# **Problem Statement**

1. The problem is to build a complaint system which records the information regarding the complaints registered by a customer against the company. It enables the user to effectively communicate with the authorities in the form of a feedback system aimed at improving company policies and features. It also encourages the customers to voice their inconvenience against a product or a company policy, thus increasing the opportunities for the company to improve its efficiency.
2. The complaint system will first display a log in screen to the user, indicating the user to enter his/her ID and the password assigned to the user. The user can either be a customer or an complainant. Judging by the ID used for the log in, the system decides whether it's a customer or an complainant who is trying to access the system.
3. If a customer has logged in to the system, he/she is greeted to a window that includes options that pertain to the customer's demands. The window contains three options:
  - Add a complaint: When this option is selected by the customer, a window opens which gives the customer a platform for writing and filing a complaint in the database. The complaint

number, which is unique to each complaint is provided automatically. The customer has the option to select a department to which the complaint is to be addressed. The text box prompt is for the customer to write the complaint. By clicking Submit button, the complaint of the customer will be stored in the database.

- Edit complaint: This option enables the customer to edit the complaint registered, meaning that the customer is able to change the complaint registered or delete the complaint registered. The window shows all the complaints filed by the customer against the company. A complaint is selected and edited by writing in the text box or it is deleted.
- Show status: When this option is clicked, the customer is given full list of the complaints filed by the customer with all the relevant information and also a status column is displayed which indicates whether a solution for the complaint has yet been provided or not.

4. If an complainant has logged in to the system, he/ she is greeted by a window that includes options that are of the complainant's interest. This window has three options:

- **Add Solution:** This option enables the complainant to enter a solution of the complaints registered by the customers. Since only a certain number of departments are associated with an complainant, the complainant will only be able to see the complaints that are regarding his/her departments. The complainant can select the complaint out of the list and provide the solution by typing in the textbox.
- **Update solution:** An complainant also has the option to update or rectify the already given solution regarding a registered complaint by clicking this option. Here the complainant is provided with the list of solution provided by the complainant along with their complaint number and complaint. The complainant can change the solution but cannot delete the solution. That is, the complainant must either replace the solution with another or let it remain the same.
- **Show my solution:** This option allows the complainant to see all the solutions they have provided in the database till now.

5. The last option, which is common to both the customer and the complainant the option to log out of the system. The user, when logged out, can access the system anytime and the data

pertaining to the user will not be removed from the database.

## **Abstract**

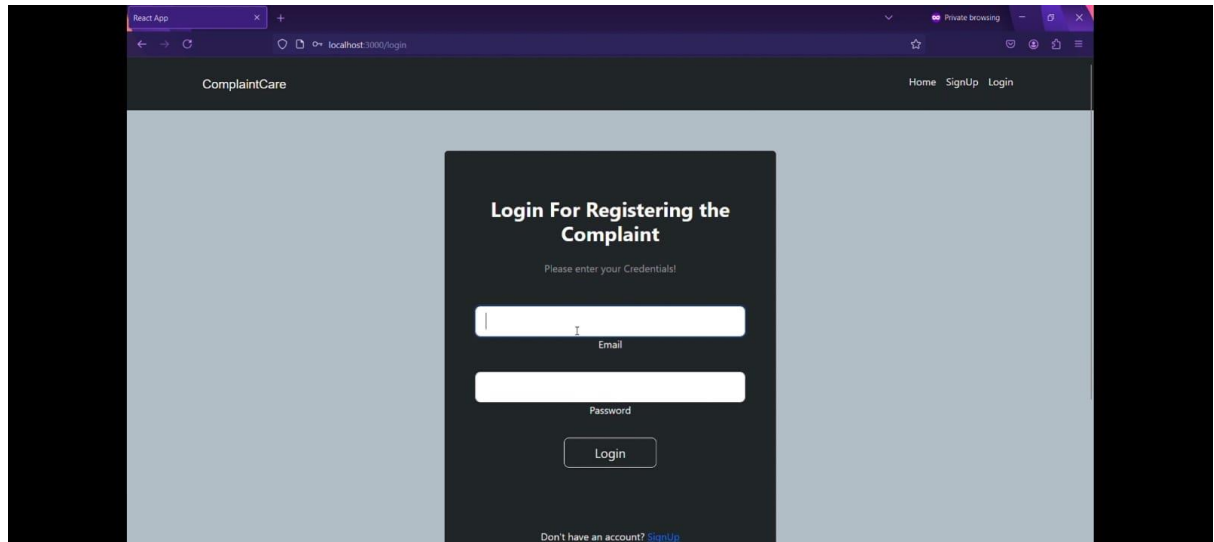
This report includes a development presentation of a complaint management system for managing the data which is relevant to a complaint issued in a small company or organisation. The system as such as it has been developed is called Complaint Management System. It consists of functionally related GUI (application program) and Database.

This system consists of an application program, on one hand, and a database (repository of data) on the other. The program performs the basic operations upon the database as retrieving, inserting, updating and deleting data. The logical database model (tables, their content and the relationships between them) responds to the given task and cover the basic requirements. The Interface of the program is user- friendly, and the program is as easy for use as it is possible.

The connections with the database had been established, when a query is needed to be performed upon it. Exception-handling is also taken into account due to eventual exceptions that may occur.

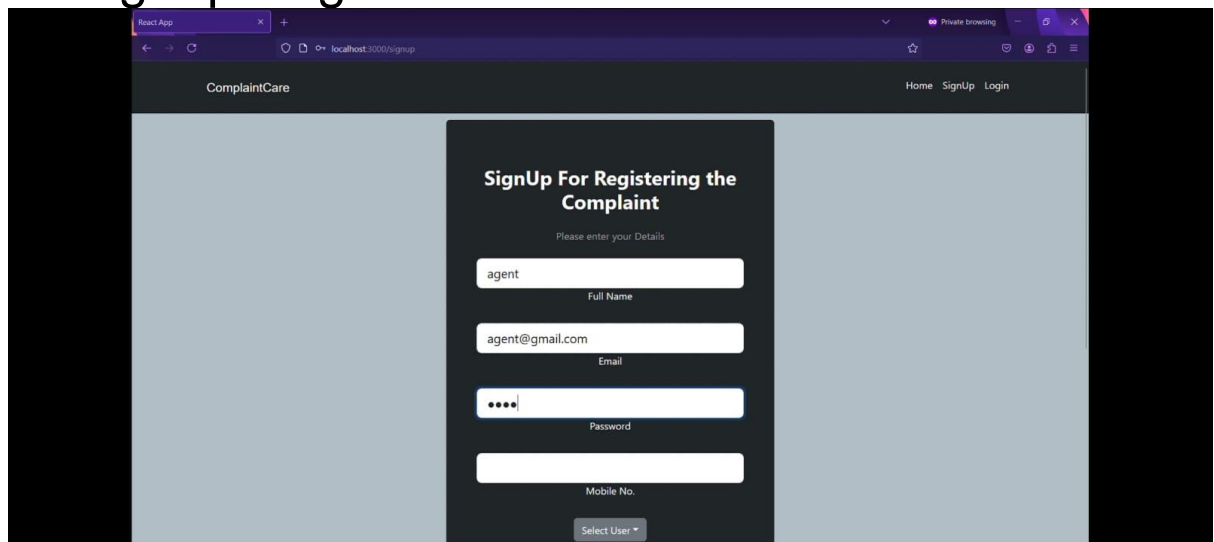
# Implementation

## 1. Login Page



The screenshot shows a web browser window displaying the 'ComplaintCare' application. The page title is 'ComplaintCare' and the navigation bar includes 'Home', 'SignUp', and 'Login'. The main content area features a dark gray card titled 'Login For Registering the Complaint'. Below the title, it says 'Please enter your Credentials!'. There are two input fields: 'Email' and 'Password'. A 'Login' button is positioned below the password field. At the bottom of the card, there is a link: 'Don't have an account? [SignUp](#)'.

## 2. Signup Page



The screenshot shows a web browser window displaying the 'ComplaintCare' application. The page title is 'ComplaintCare' and the navigation bar includes 'Home', 'SignUp', and 'Login'. The main content area features a dark gray card titled 'SignUp For Registering the Complaint'. Below the title, it says 'Please enter your Details'. There are four input fields: 'Full Name' (with the value 'agent'), 'Email' (with the value 'agent@gmail.com'), 'Password' (with masked characters '....'), and 'Mobile No.'. A 'Select User' button is located at the bottom of the card.

React App

localhost:3000/signup

### Signup for registering the Complaint

Please enter your Details

agent

Full Name

agent@gmail.com

Email

....

Password

1234567890

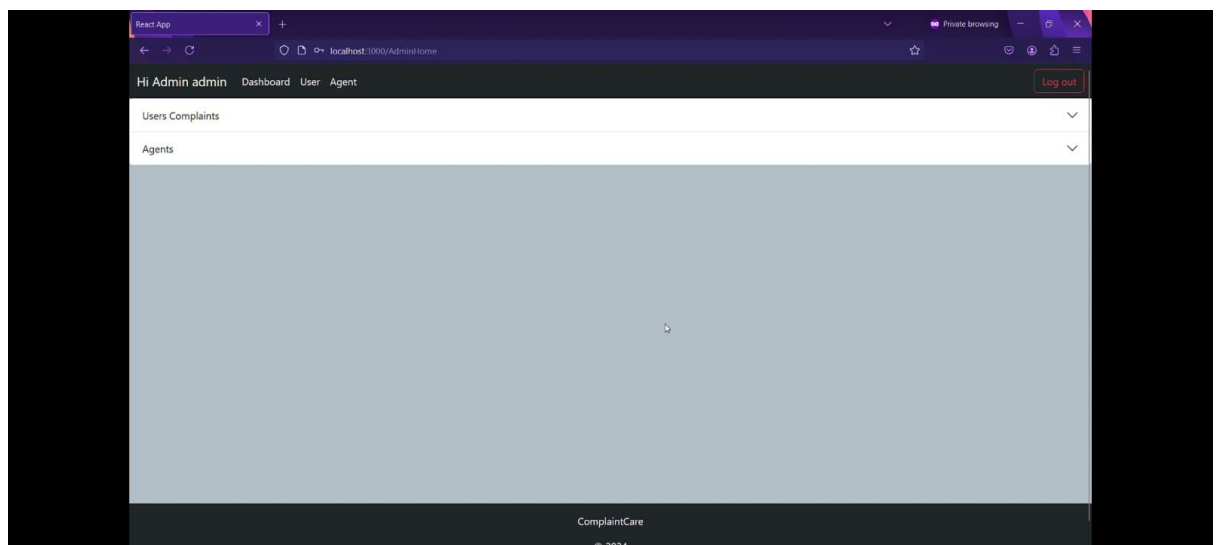
Mobile No.

Agent ▼

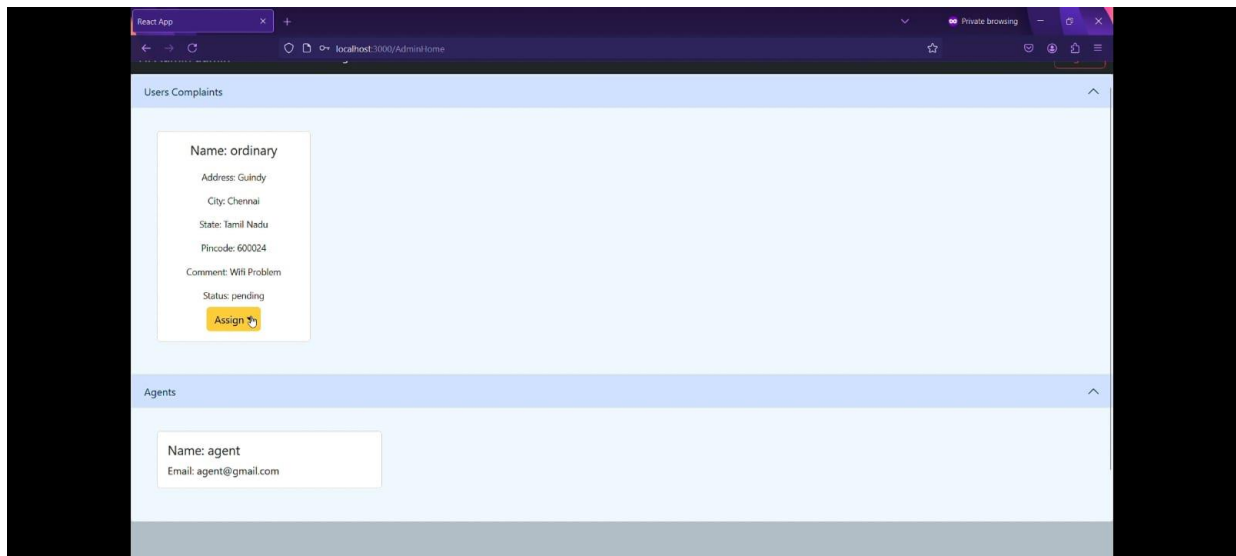
Select User Type

Register

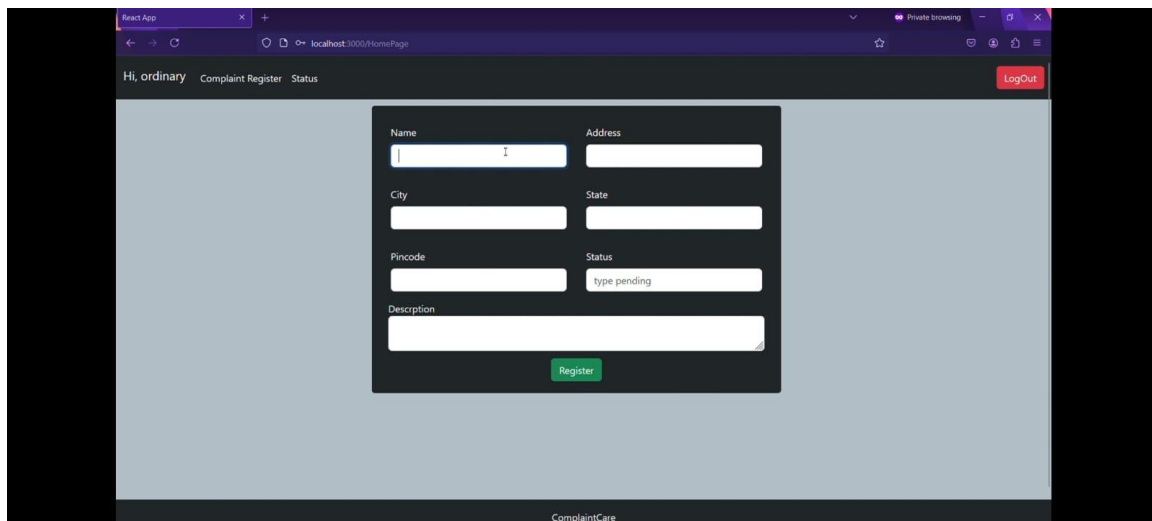
### 3.Admin Page

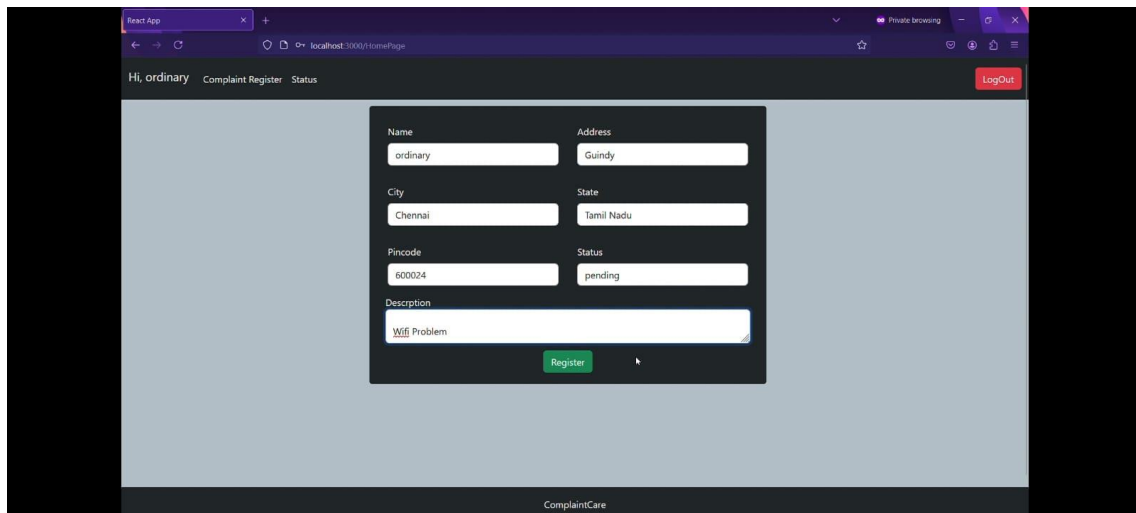






## 4. Complaint Page





# Advantages of Proposed System

- Very simple and easy to implement
- Security of data
- Ensure data accuracy
- Reduces the damages of machine
- Minimizes manual data entry
- Greater efficiency
- User friendly and interactive
- Less time consuming

# **Conclusion**

In this report, a complaint management system's development has been presented. It was emphasized on the basic steps, consequently taken during the project's development course as a particular attention was turned to the basic operative functions performed upon the data into the database.

The report's content comprises the whole task solution, going through the database, the application's analyze and construction, and finishing with the implementation and the advantages of the system.

The data can be accessed, manipulated and retrieved very easily. To conclude this software has proved to be a user friendly interface.

## **Future Work**

- The complainants can have a point ranking system on the basis of how many complaints they have solved and can be allotted points for this. The earlier a complaint is solved, the greater is the number of points awarded to the respective complainant. This system can be used to judge the performance of various complainants in the organisation.
- The customers can give a feedback and a rating to the organisation depending on their level of satisfaction with the complaint management system, which can be used to improve the system based on the customer's review.