**PROJECT REPORT OF COMPLAIN MANAGEMENT SYSTEM**

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# Abstract

This report introduces the process of creating the project of complaint management system which is a data driven website which can potentially be used by any organisation that needs an online complaint portal or even a feedback collection site. The website has three major components: user registration, complaint registration and history of all registered complaints. The implementation uses a tool called Django Framework which is an excellent open-source web application framework for complex data-driven website development.

Following report will show all the major components of the code and the technologies used in the project.

# Create the database tables

To get started, we need to create a backend of the system which is the database. These tables are created initially when the complaint management system is deployed. Some information is input into the database at the beginning, such as user information and complaint information. However, most information will be inserted or updated in the database dynamically.

At the very beginning, a flow-chart of a kind is created to envision the working of the site. It includes the major components that are supposed to be added in the user interface later. It also helps to visualize the user experience. There might be some change in minor components later in the project, but the majority of the framework remains same.

Diagram

Description automatically generated

An entity-relationship diagram is also created to define the entities, their attributes and to show the relationships between them. The entities in this diagram are admin, user and complaint table.

Table

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# Create the User Interface

We create a user interface to let users interact with the data indirectly. Django provides the template component to create the user interface for users.

A template is just a simple html file with some Django syntax mixed in. Every template corresponds to a web page which the users will use to interact with the system.

First a base template is created which has all the basic page components of the site lite margins, menu bars and stylesheets. All the rest templates will be extensions of this base template. This means that the components on the base template will be displayed on all the pages. Then other templates are creted: about, register, login, logout, profile, new\_complaint, complaint\_history, home.

Graphical user interface, text

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Graphical user interface, text, application, email

Description automatically generatedabout.html

Graphical user interface, text, application, email

Description automatically generatedregister.html

Graphical user interface, application, email

Description automatically generatedlogin.html

Graphical user interface, text, website

Description automatically generatedprofile.html

Graphical user interface, website

Description automatically generatednew\_complain.html

Website

Description automatically generated with low confidencecomplain\_history.html

# User Manual

This template first displays the home page with options of going to about page or to register or sign in. once you have registered and signed in you can view you profile and enter new complain or view your complain history. In the new complaint tab you have to enter three things about the complaint you want to register namely the subject of complaint, type of complaint (from the dropdown menu) and description, once you press submit an email is sent to your registered email address giving the details of complaint. In the complaint history tab, the history is displayed as a table. The table has 5 columns: ID, complaint subject, complaint type, issued date and status.

The admin panel of the website can be accessed with the extension /admin. On this tab once you sign in using the superuser ID and password, you can view all the registered users and the complaints. You can change the status of complain (solved/pending/in process) according to the development and the same will get displayed on the user’s profile.

A screenshot of a computer

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# Technologies Used

The project was created using Python 3.9.6 with django framework. The Django framework gives us a simple and reliable way to create the course management system. It provides powerful functionalities and concise syntax to help programmers deal with the database, the web page and the inner logic. HTML was used for the template designing. Within the Django framework, we have successfully accomplished the requirements of the system. The IDE used is Pycharm. Sqlite was used for database designing. Several Django libraries were used like crispy\_forms. Pip and jazzmin.

# Conclusion

The experience of developing this project helped me learning a lot of website development with Django. Once this system passes the testing phase, it can be used by any organisation as a complaint portal. It will make the work for stall to manage the user experience much easier. It also can simplify the operations for users to easily register their complaints through the portal. In short, this system will bring great user experience to both admin and users. The only limitation for this course system is that although the developers have been testing it with various use cases, it may still encounter problems during real time use. However, even if that happens, the flexibility of Django would provide a simple way to fix the problem, as well as add new features into the system.