Complaint Resolution System

Drive Link :
https://drive.google.com/drive/folders/1WMP1wtiPTlDedsYpA9_lDNfZNRfSqYbo?usp=sharing
Github Link : https://github.com/Mayuri12G/CRS
To run : python3 CRS.py
I already make virtual environment setup

Introduction :
The system is developed for a college having its own “Complaint Resolution system” i.e.through direct supervision of the principal, managing directors and other cell members. But the system is developed in the sense that everything is controlled online. The function of the system is to look into the complaints raised by students and judge it and resolve. Like for ex. Complaint is also look into the matters of harassment, anyone with the genuine complaint can be register and submit their complaint which will be approached by cell members.

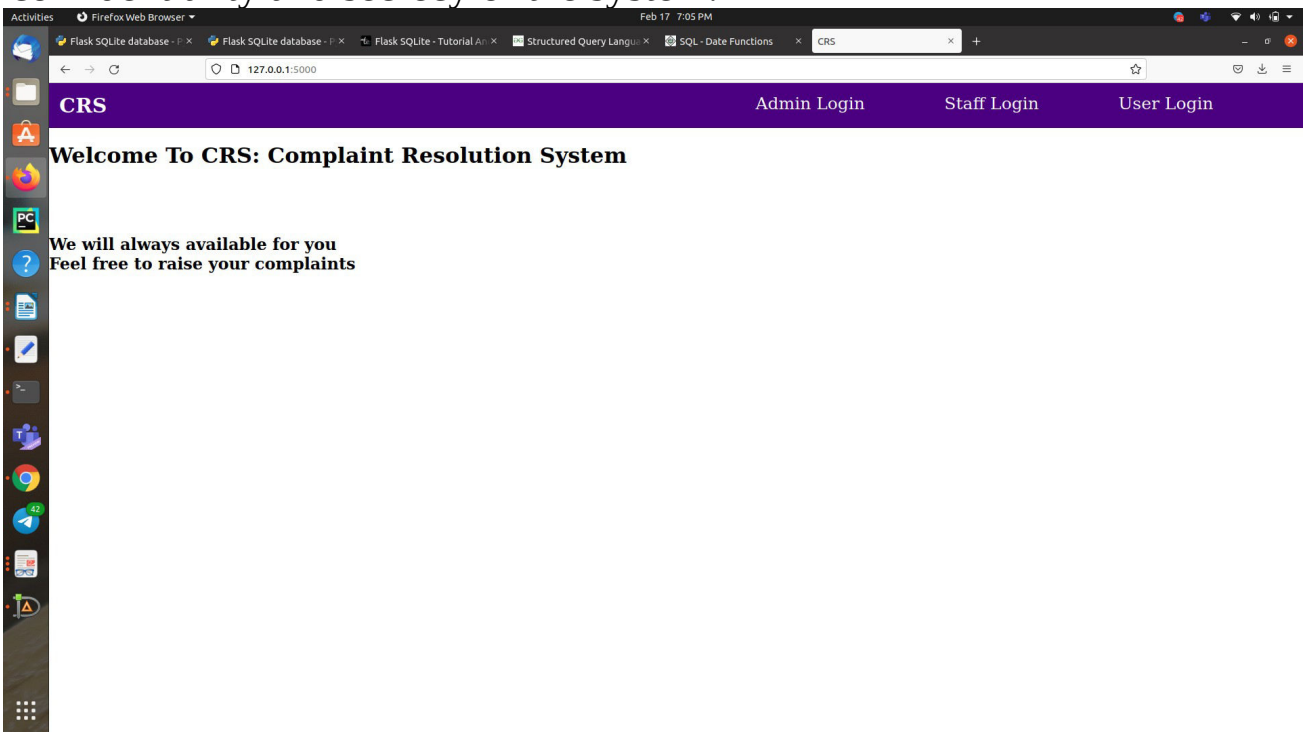
Objective :
1. To make complaints easier to coordinate,monitor, track and resolve the complaint.
2. To provide an effective tool to identify and target problem areas and find solutions.
3. Prompt and specific retrival of data.
4. Completion of work within the constraints of time limit.
5. The system make centralized to increase the speed of communication between branches and resolve the complaints fastly.

Outcomes :
To solve Complaints that has been submitted through the application which has been
issued by the students in the efficiently possible.

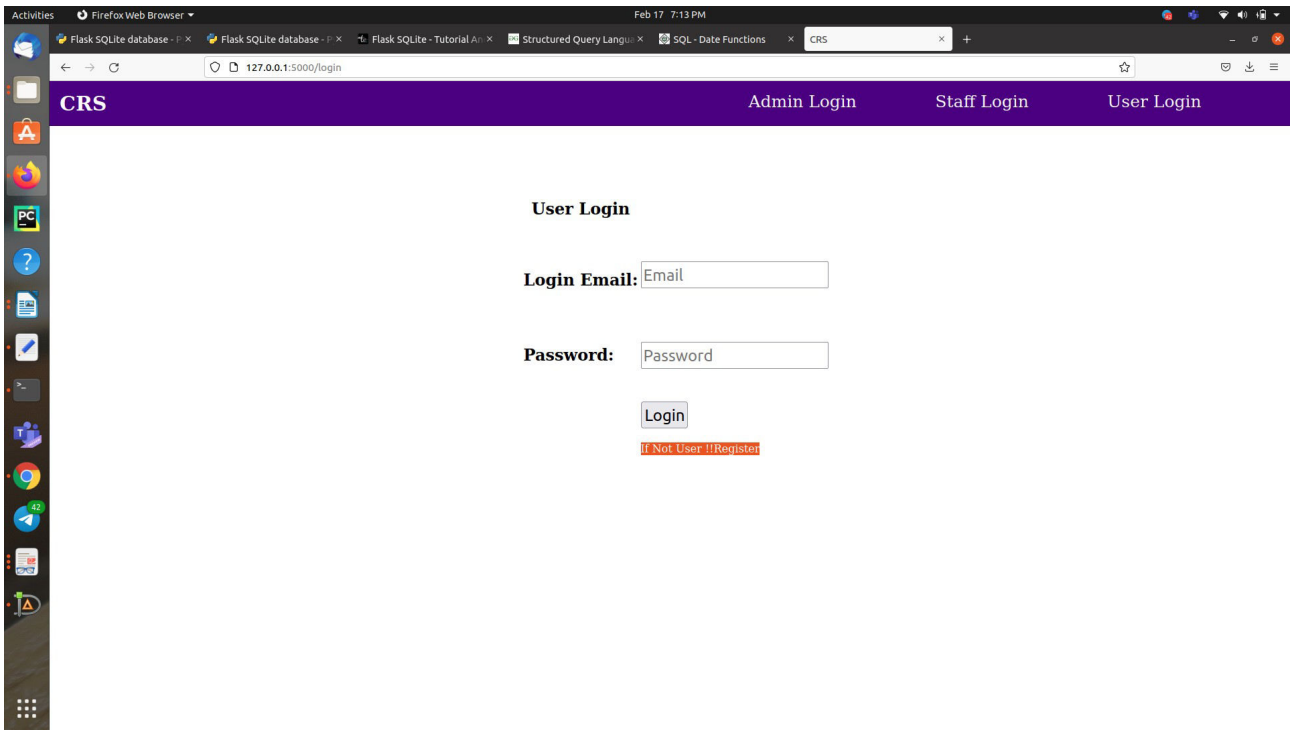
Technologies :
Front End : HTML, CSS
Back End : Python, Flask
Database : SQLite3.

User View :

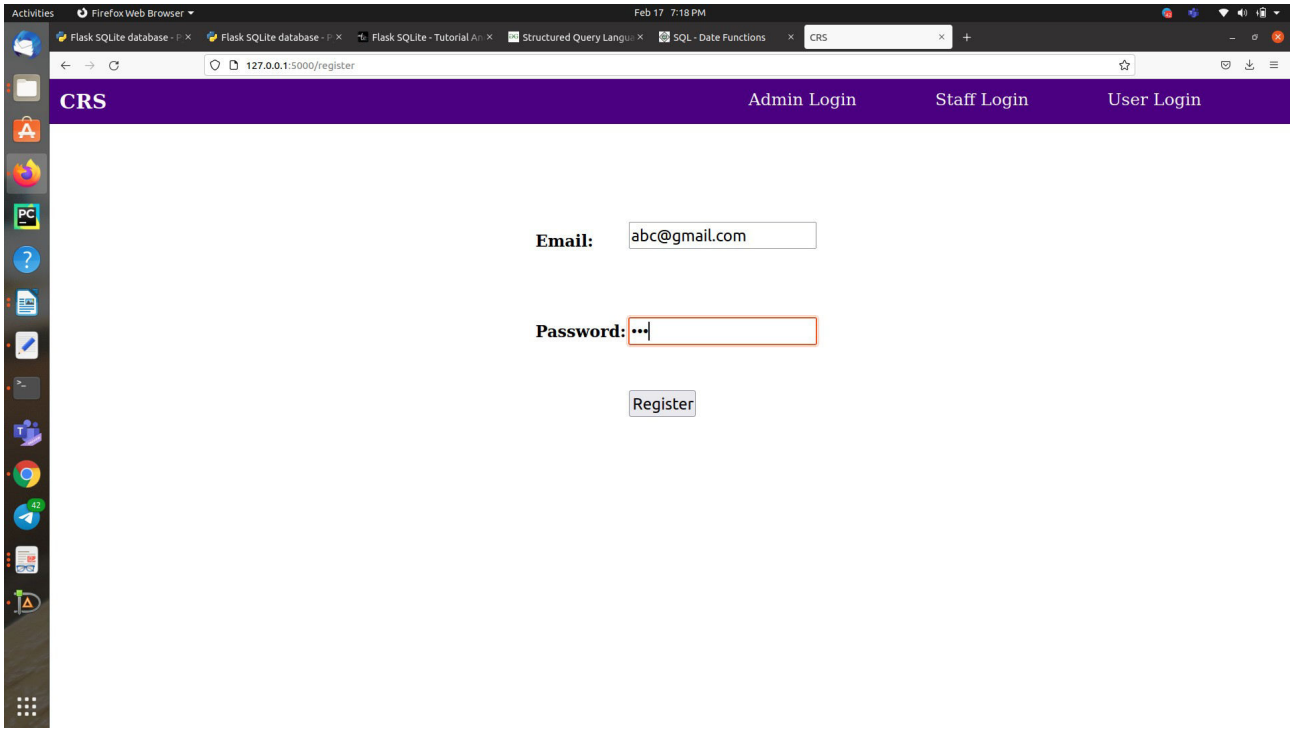
This is the front page of the system, user can choose user login to go through website. Suppose any user try to login to staff or in admin part the system doesn't allow. So system is built in such point of view to maintain confidentiality and secrecy of the system.



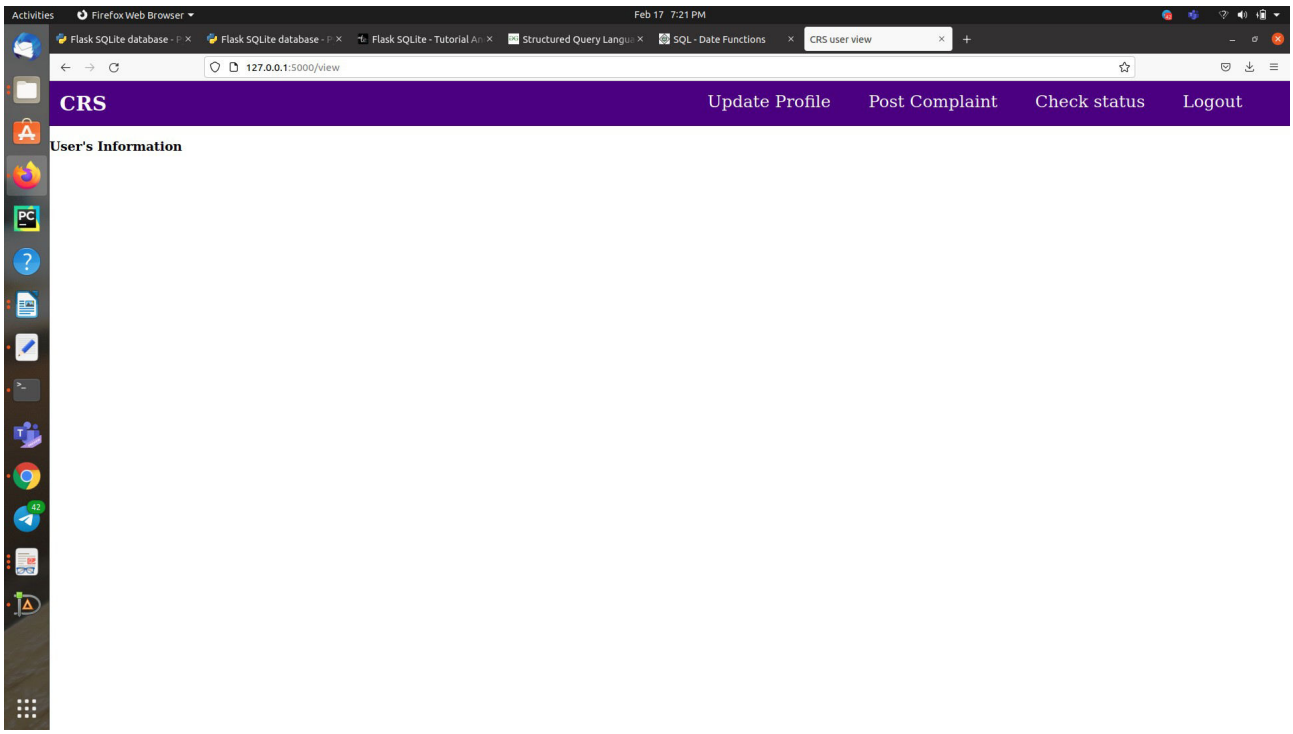
This is the user login page through which user can login to system and if new user then register first through link given below in login form.



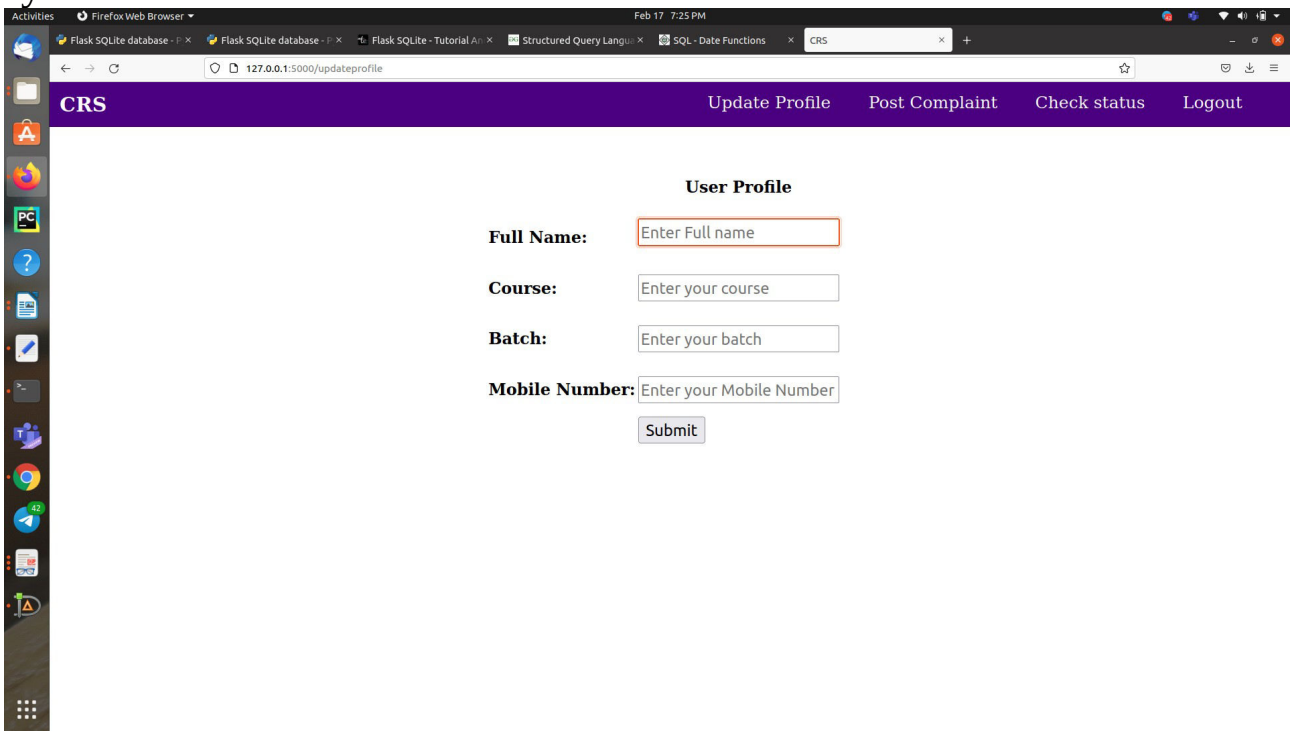
This is registration page, after user can register by self then able to login into the system. After registeration website directed to login page.



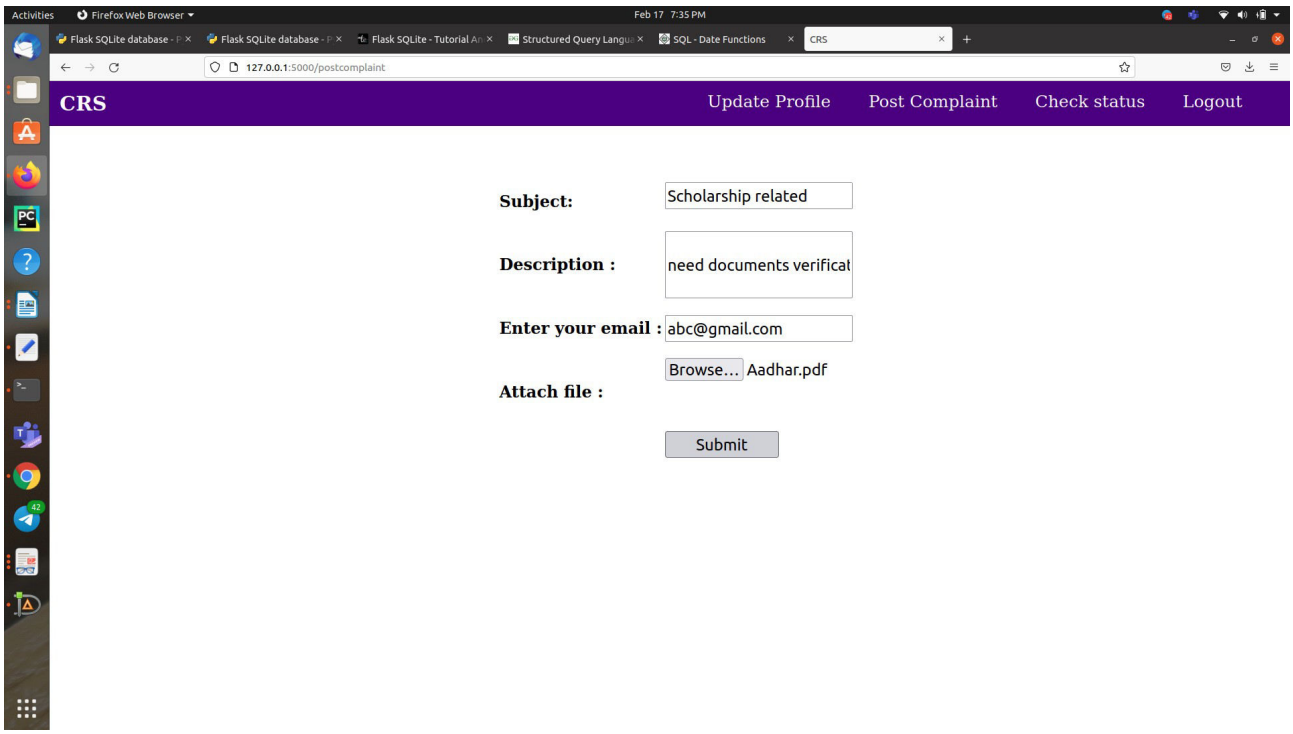
After login user is able to update profile, post complaint and some other features. This is user view page to do actions.



This is update profile system which is to add user's information to the system.



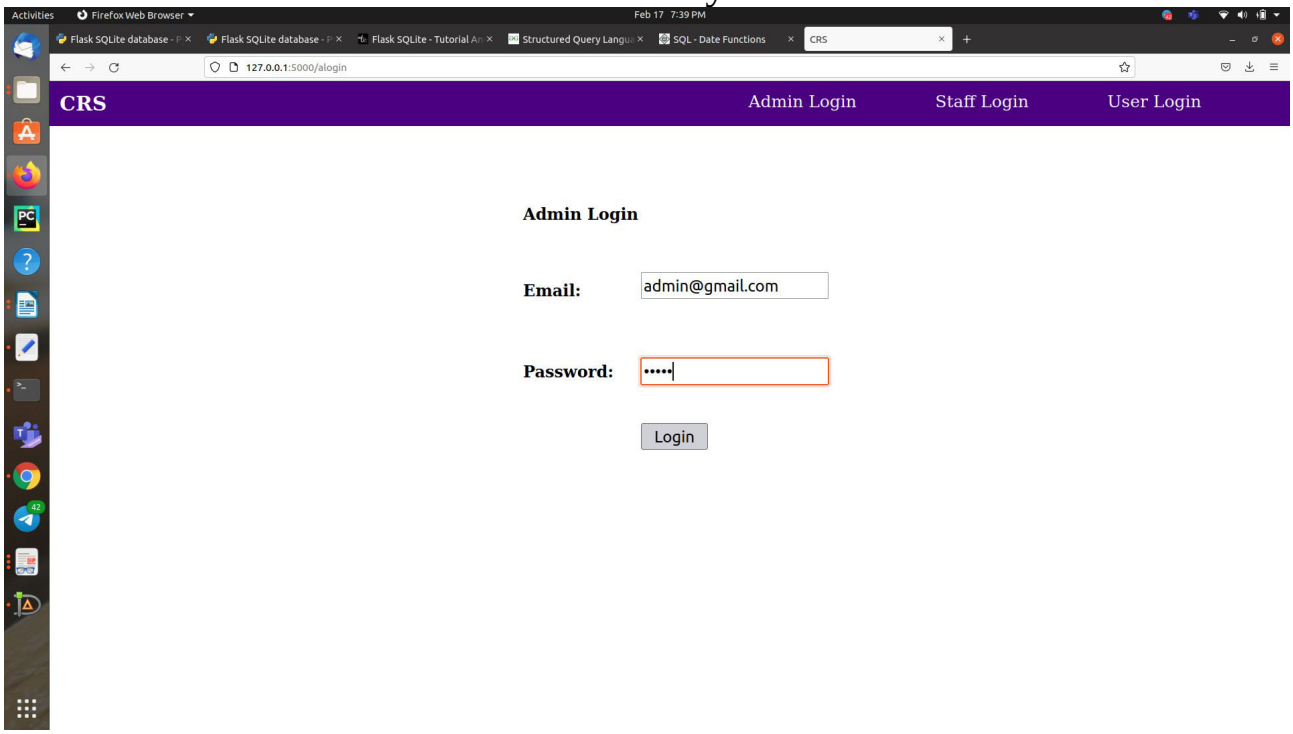
This is page to post the complaint through user, user need to enter email id to identify the complaint is raised by which user.



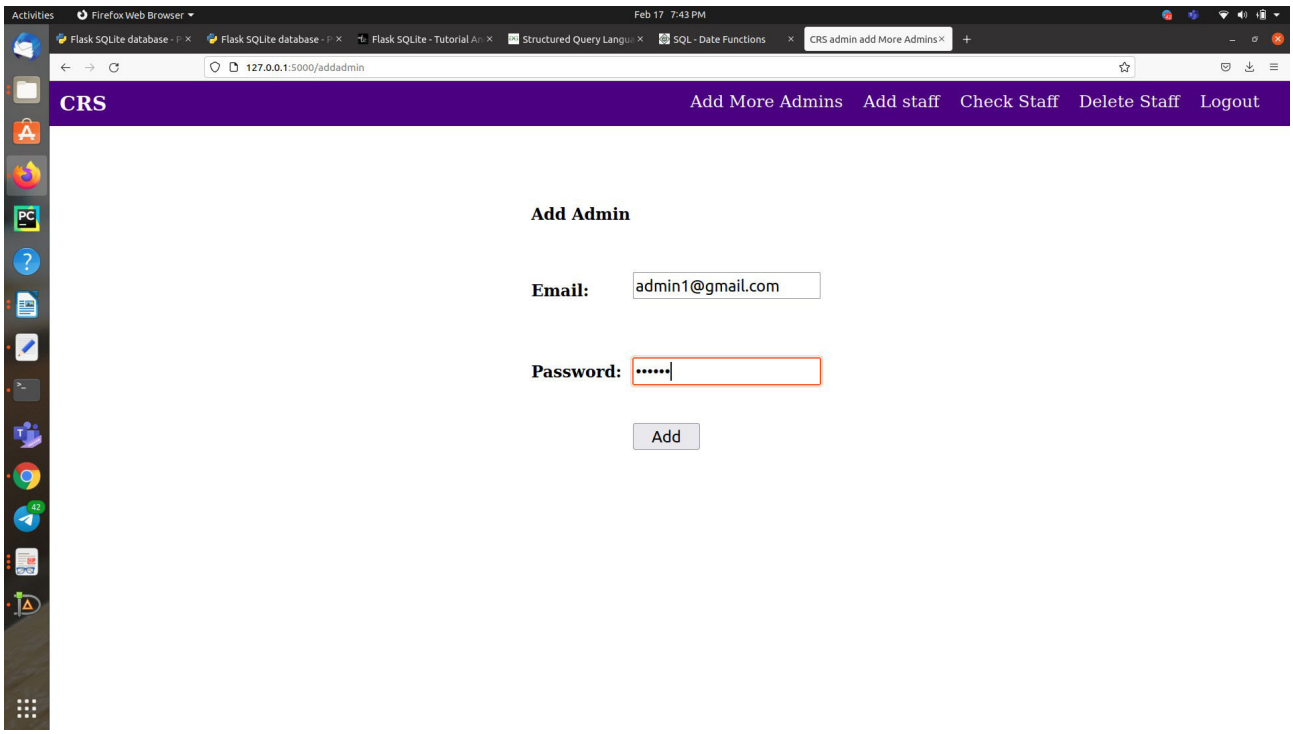
This is the user's view, if user logout from the system, website redirect to home page.

Admin View

This is the admin login page, admin is already inbuilt in system if wants then can add more admins to access the system.

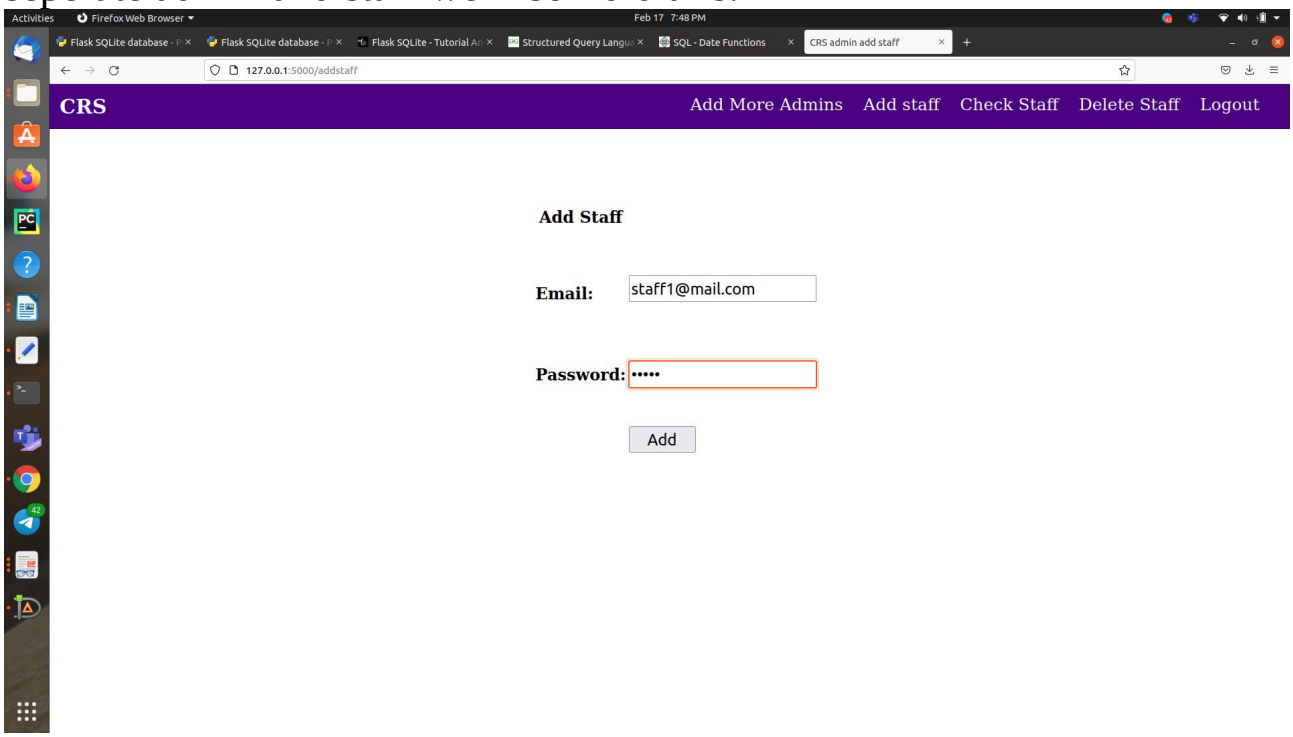


This is add admin page that means system can able to manage with multiple admins.

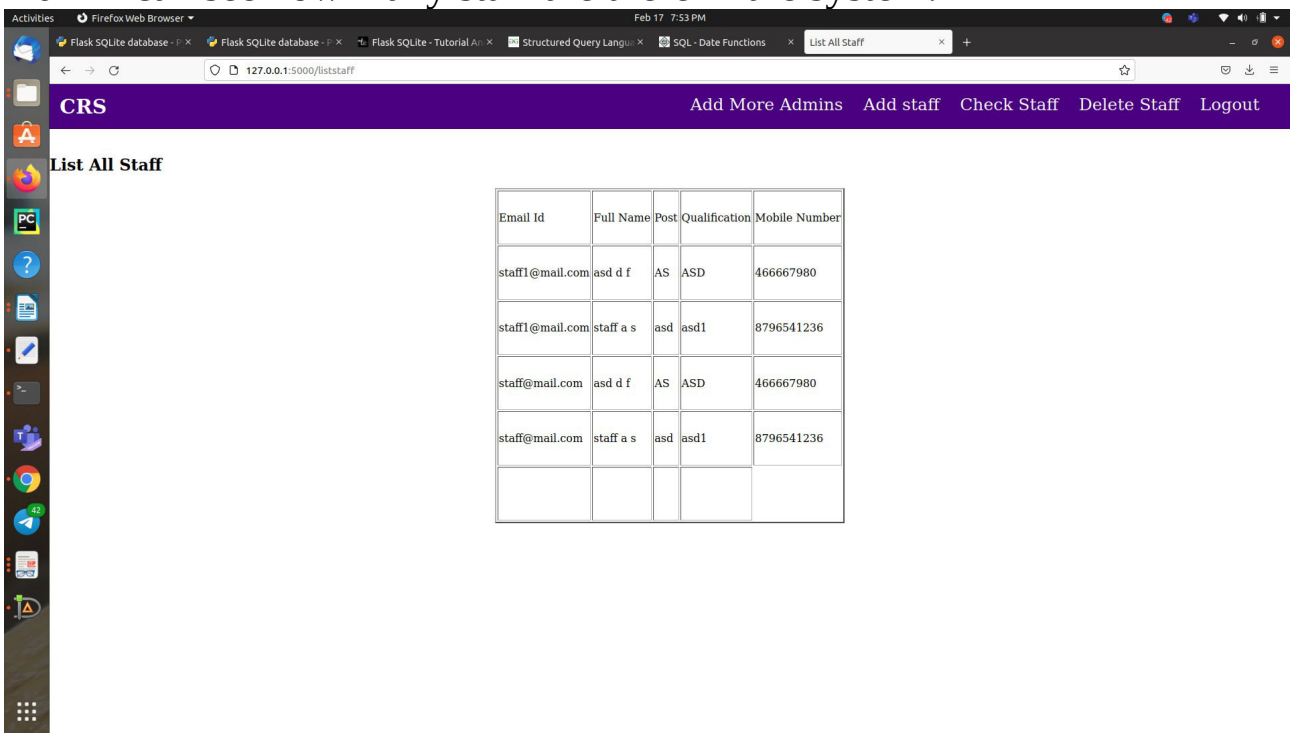


Overall view is like , if there are multiple staff in the system to manage them I added this option.

This is add staff page that if admin add staff after that staff can login to the system, this option I made through admin to maintain confidentiality. Beacause there are two possibilities like suppose I give self registeration to staff then any one or user able to register in staff and second is like to seperate admin and staff work so I did this.



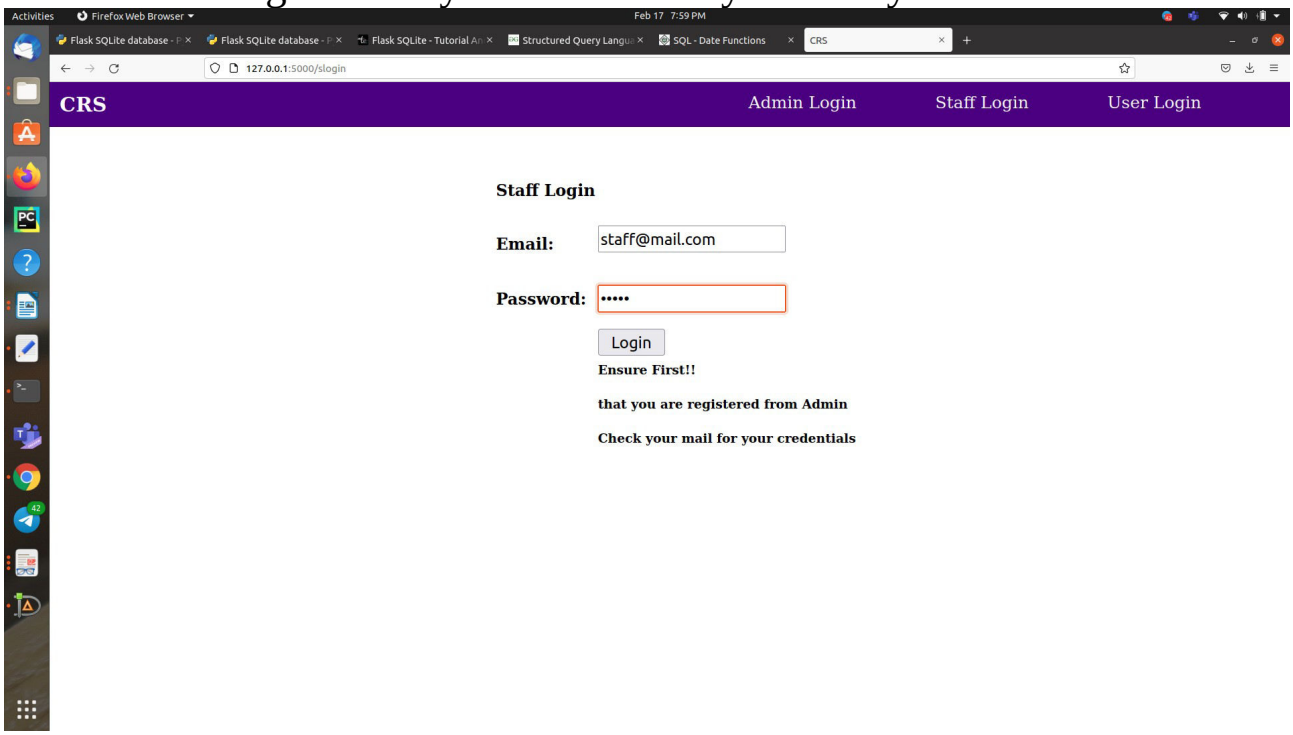
Admin can see how many staff are there in the system.



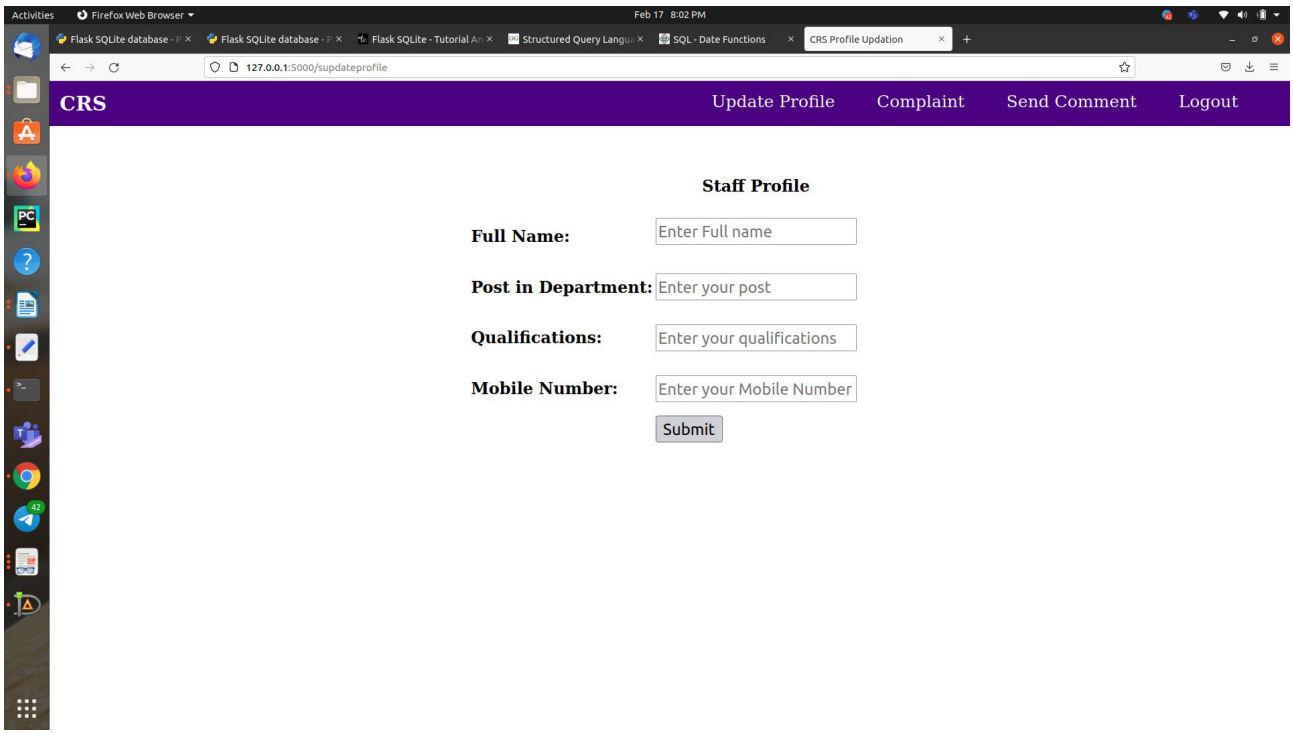
And same like user if admin can logout then redirected to home page of the system.

Staff View :

Staff need to login directly because already added by admin

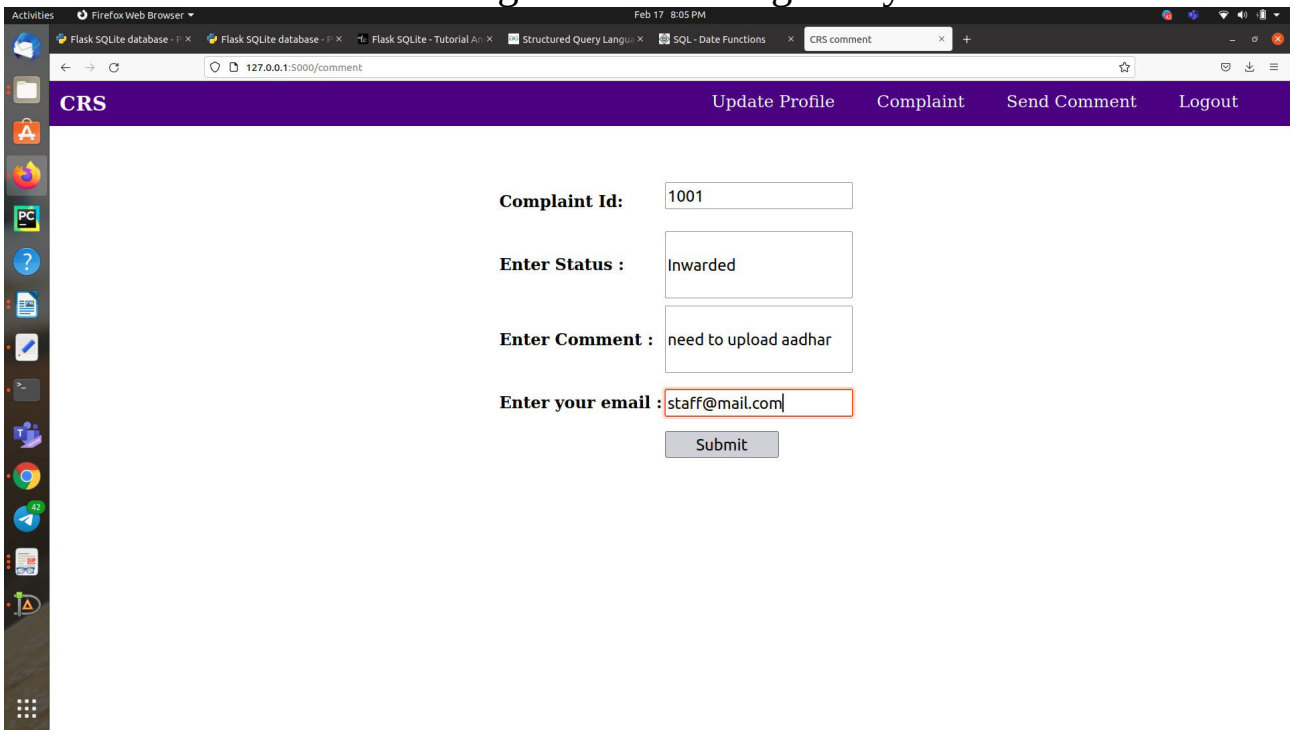


Staff can able to update the profile by self.

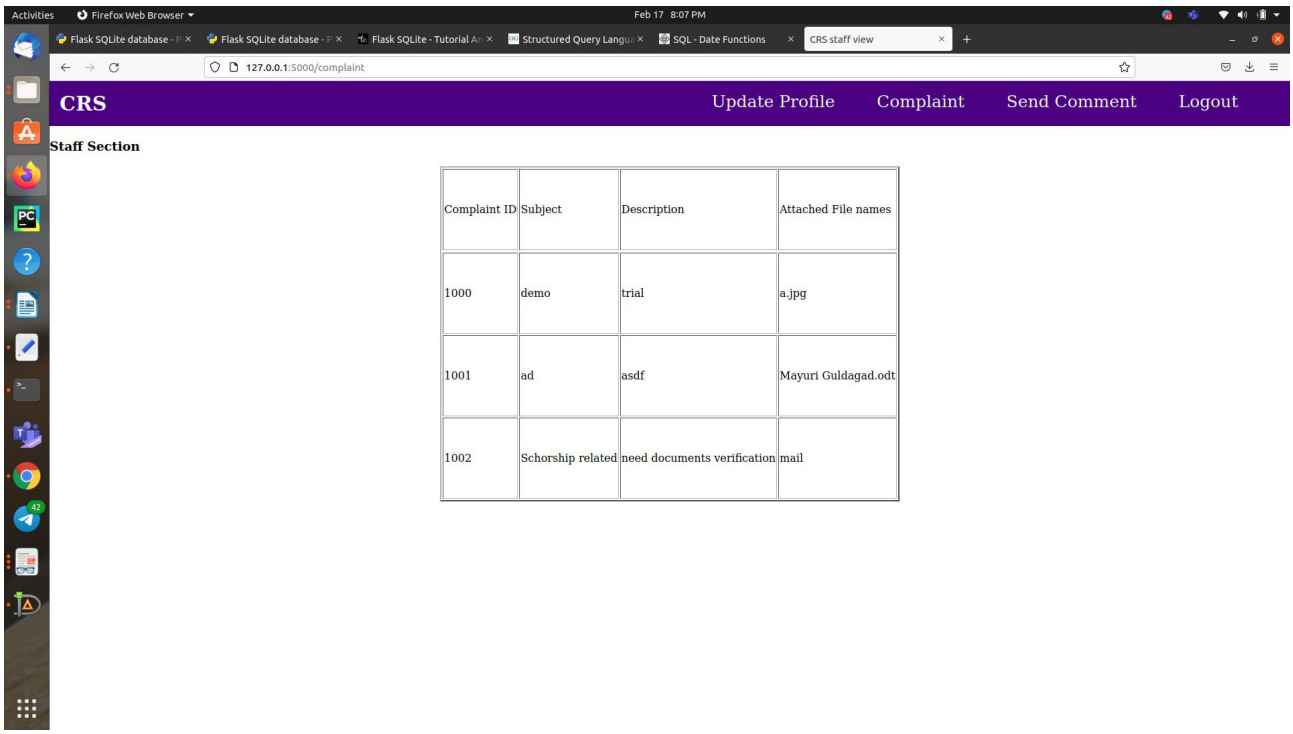


Also staff can see the complaints and and solve by using option send comment.

Staff can communicate through like that using the system.



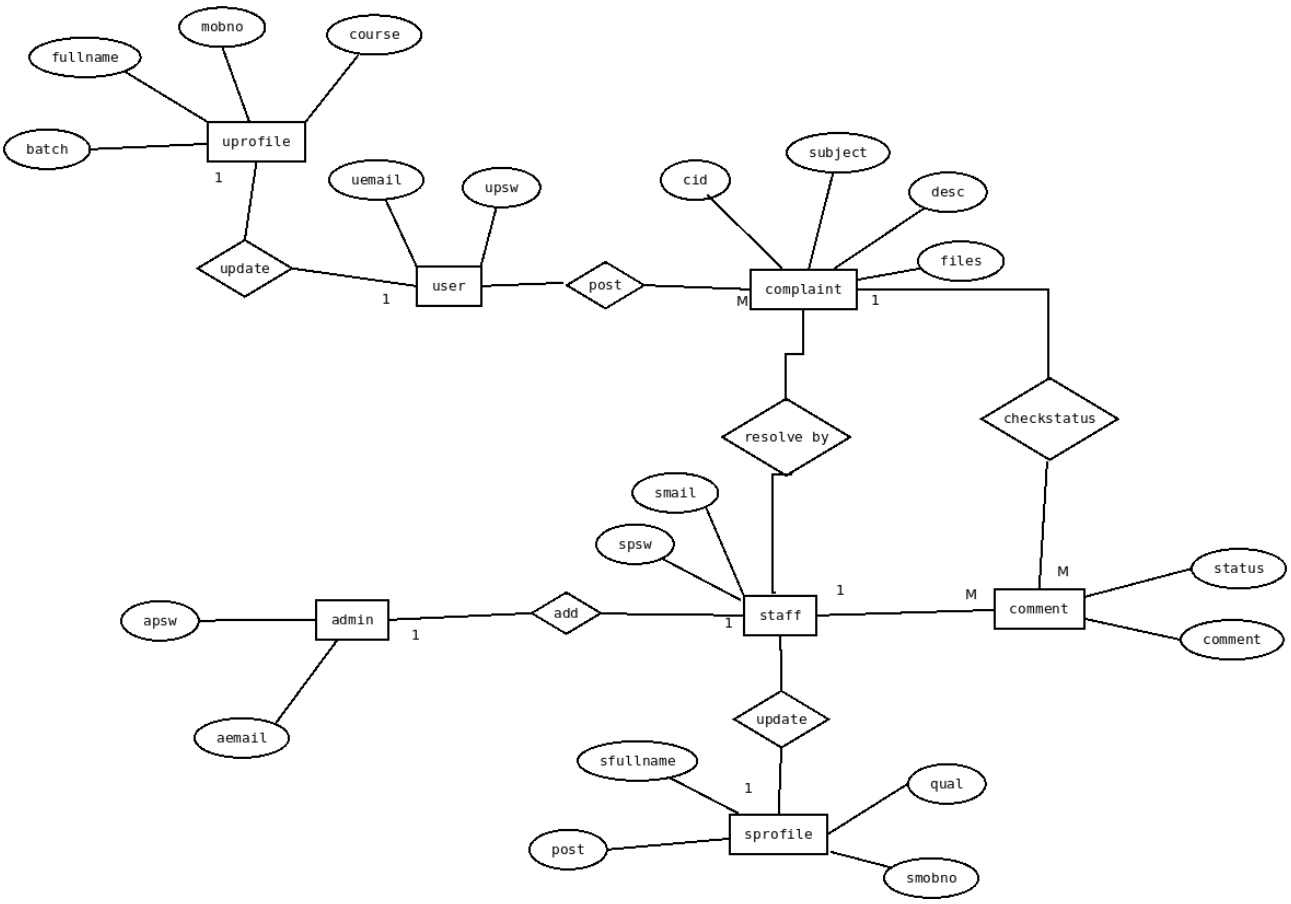
Staff can see the complaints raised by user through complaint option.



As like admin and user if staff logout from the system then page redirects to the home page.

This is all about my system, and staff’s and user’s email id provided so they can communicate throgh mail even.

I modify my ER diagram as per requirement of the system.



Tables :

1. user
2. complaint
3. staff
4. admin
5. comment
6. supporting tables sprofile and uprofile.

Relationships between the tables :

admin and staff 1:1
staff and sprofile 1:1
staff and comment 1:M
complaint and comment 1:M
complaint and user M:1
user and uprofile 1:1

Data Dictionary :

stafff :

smail - email of staff
spsw - password

sprofile :
sfullname - fullname of staff
qual - qualification
post – post of staff in the department
smobno – contact number of staff

user :
uemail – email id of user
upsw – password

uprofile :
fullname – fullname of user
course - course learning in the department
batch – batch of user like B20
mobno – contact number of user

complaint :
cid – complaint id generated automatically by system
subject – subject for complaint
desc – description of the complaint
files – attachment of files if any

comment :
status – status representing status of complaint like Inwarded, completed.
Comment – comment is like for solving issue

admin :
aemail – email id of admin
apsw – password

Thank You