

Complaint Resolution System

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 retrieval 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 :

Flask, HTML, CSS, Python

Tables :

1. User
2. Complaints
3. Staff
4. Admin
5. Feedback

Relations :

Admin	1 : 1	Staff
Staff	1 : M	Complaints
Complaints	M : 1	User
User	1 : 1	Feedback

Data Dictionary :

Staff :

sid
sname
sgen
squal
sMobNo
semail

User :

uid
uname
ugen
course
batch
uMobNo

Complaints :

cid
subject
description
attachment
sid
uid

Admin :

aname
psw

Feedback :

uname
feedback