

Complaint Management System:

A MINI PROJECT REPORT

Submitted By

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1. Introduction

A Complaint Management System is a structured platform designed to handle, manage, and track complaints and feedback efficiently within an organization or institution. This system enables users, such as students, employees, or customers, to submit their grievances or concerns directly to the responsible authorities. By automating the complaint handling process, the system ensures that issues are addressed promptly and systematically. The purpose of a Complaint Management System is to streamline communication, reduce response times, and maintain transparency throughout the complaint resolution process...

2. Abstract

The Complaint Management System is a digital platform tailored for students to submit complaints related to hostel and academic issues. Designed to enhance communication between students and teachers, the system provides an efficient method for students to lodge grievances, track their status, and receive updates. Teachers, through their dedicated portal, can view, manage, and resolve complaints in a timely manner.

The system aims to streamline the complaint resolution process, ensuring that students' concerns are addressed promptly and effectively. It improves accountability by allowing teachers to categorize, prioritize, and track the progress of each complaint.

3. Problem Statement

In educational institutions, students often face various hostel and academic issues that require timely attention and resolution. However, the traditional methods of reporting these problems, such as in-person complaints or manual submissions, are inefficient and lack proper tracking. This results in delays, miscommunication, and a lack of transparency in the resolution process. Students are often left unaware of the status of their complaints, while teachers and administrators struggle to manage and prioritize the large volume of issues effectively.

4. Objectives

Objectives of the Complaint Management System:

Streamline the Complaint Submission Process: Provide a user-friendly platform for students to submit complaints regarding hostel and academic issues easily and efficiently.

Facilitate Efficient Complaint Resolution: Allow teachers to manage, prioritize, and resolve complaints systematically through their portal, reducing response times and ensuring timely action.

Enhance Accountability: Ensure that each complaint is tracked from submission to resolution, holding both students and teachers accountable for their roles in the process.

Improve Student Satisfaction: Ensure that student grievances are addressed promptly and efficiently, leading to higher levels of satisfaction and trust in the institution's complaint handling process.

5. System Requirements and Scope

Functional Requirements:

For Students:

Submit and view complaints with status updates.

Edit or delete complaints before resolution.

For Teachers:

Manage complaints and mark them as resolved.

View complaint statistics and assigned tasks.

For Admin:

Manage users and system settings.

View reports on complaint data.

Non-Functional Requirements:

- **Performance:**

- Fast response time (under 3 seconds).
- Ability to handle growing numbers of users and complaints.

- **Security:**

- Secure login and data encryption.
- Role-based access control for sensitive information.

- **Availability:**

- The system should be available 24/7 with minimal downtime for maintenance.

- **Usability:**

- The system should have an intuitive and easy-to-navigate user interface for both students and teachers.

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Scope :

The **Complaint Management System** allows students to submit and track complaints related to hostel and academic issues. Teachers can manage and resolve these complaints through their portal. The system includes basic reporting and notifications for updates. It does not handle complaints outside of academic and hostel-related matters.

6. Software Description and Key Features

The **Complaint Management System** is a web-based application designed to simplify the process of submitting, managing, and resolving student complaints related to hostel and academic issues. It provides a centralized platform for students, teachers, and administrators to interact efficiently.

Key Features:

1. **Complaint Submission:** Students can easily submit complaints and track their status.

2. **Complaint Management:** Teachers can categorize, prioritize, and resolve complaints.
3. **Notifications:** Real-time updates are sent to students and teachers about complaint status.
4. **Reporting:** Administrators can generate reports on complaint trends and resolutions.
5. **User Management:** Admins can manage user roles and permissions for students and teachers

7. Programming Languages and Technologies Used

- **Frontend:** HTML, CSS, JavaScript are used to build responsive and user-friendly interfaces.
- **Backend:** PHP as the backend framework to manage server-side operations, data processing, and logic.
- **Database:** MySQL is used for efficient data storage, supporting information such as customer records, reservations, orders, and feedback.
- **APIs and Libraries:** Integration of third-party libraries for data visualization, authentication, and analytics enhances the system's functionality.

8.Output (UI)

Complaint Management System

[Register Complaint](#)[View Complaints](#)[Help](#)

Register a Complaint

Your Name

Title

Description

Category

Select...

Submit Complaint

Complaint Management System

[Register Complaint](#) [View Complaints](#) [Help](#)

View Complaints

Title	Description	Category	Status	Date
man	man	Hostel	Pending	11/20/2024, 8:01:58 AM
Sample title	Sample desc	Academic	Pending	10/21/2024, 2:39:31 PM
Lost some books	Lost some booksLost some books	Academic	Pending	10/21/2024, 2:38:24 PM
lost my watch	lost my watch lost my watch	Hostel	In Progress	10/21/2024, 2:35:40 PM
opopo	opopo	Hostel	Pending	10/21/2024, 1:51:49 PM

Complaint Management System - Teacher

[Home](#) [Help](#)

All Complaints

Title	Description	Category	Status	Date	Actions
man	man	Hostel	<div>Pending</div>	11/20/2024, 8:01:58 AM	<div>Update Status</div>
Sample title	Sample desc	Academic	<div>Pending</div> <div>In Progress</div> <div>Resolved</div> <div>Pending</div>	10/21/2024, 2:39:31 PM	<div>Update Status</div>
Lost some books	Lost some booksLost some books	Academic	<div>Pending</div>	10/21/2024, 2:38:24 PM	<div>Update Status</div>
lost my watch	lost my watch lost my watch	Hostel	<div>In Progress</div>	10/21/2024, 2:35:40 PM	<div>Update Status</div>
opopo	opopo	Hostel	<div>Pending</div>	10/21/2024, 1:51:49 PM	<div>Update Status</div>

All Complaints

Title	Description	Category	Status	Date	Actions
man	man	Hostel	Pending	11/20/2024, 8:01:58 AM	Update Status
Sample title	Sample desc	Academic	Pending	10/21/2024, 2:39:31 PM	Update Status
Lost some books	Lost some booksLost some books	Academic	Pending	10/21/2024, 2:38:24 PM	Update Status
lost my watch	lost my watch lost my watch	Hostel	In Progress	10/21/2024, 2:35:40 PM	Update Status
opopo	opopo	Hostel	Pending	10/21/2024, 1:51:49 PM	Update Status

9. Results and Analysis

The Complaint Management System has successfully improved the complaint handling process for students and teachers. The

system has made it easier for students to submit complaints and for teachers to manage and resolve them efficiently.

Results:

- **Faster Resolutions:** Teachers can quickly address and resolve complaints, leading to quicker responses.
- **Better Communication:** Students and teachers are kept informed about complaint status through real-time notifications.

Analysis:

- **Complaint Patterns:** The system helps identify recurring issues, such as academic or hostel-related problems.
- **Improved Satisfaction:** Students are more satisfied with the timely resolution of their complaints.

10. Conclusion

The **Complaint Management System** has successfully streamlined the process of handling complaints between students and teachers. By providing an easy-to-use platform for submitting, managing, and resolving complaints, the system has improved communication and accountability. Students benefit from faster responses and greater transparency, while teachers can manage their tasks more efficiently. The system also offers administrators valuable insights through reports and analytics. Overall, the system has met its goals of improving the complaint

resolution process, enhancing user satisfaction, and providing a more organized approach to managing student concerns.