

Complaint and Suggestions Management System Summary

The **Complaint and Suggestions Management System** is designed to create a transparent and efficient communication channel between students, faculty, staff, and college administration. It provides a safe space for raising academic, facility, safety, or service-related issues, ensuring timely resolution and continuous improvement. Students can submit complaints or suggestions online, which are then validated by administrators, investigated by concerned departments, and resolved with proper feedback. The system also has escalation protocols for unresolved cases, ensuring accountability and transparency. Key objectives include encouraging open communication, strengthening student–administration relationships, identifying recurring issues, enhancing student retention, maintaining confidentiality, and boosting institutional reputation. The expected outcomes are improved trust, student satisfaction, a safer and more positive campus environment, and continuous improvement in academics and services.