

# Complaint Board

## **DESCRIPTION:**

This is an android app which helps users register their complaints, discussions on complaint with concerned secretary and status checking for particular complaint.

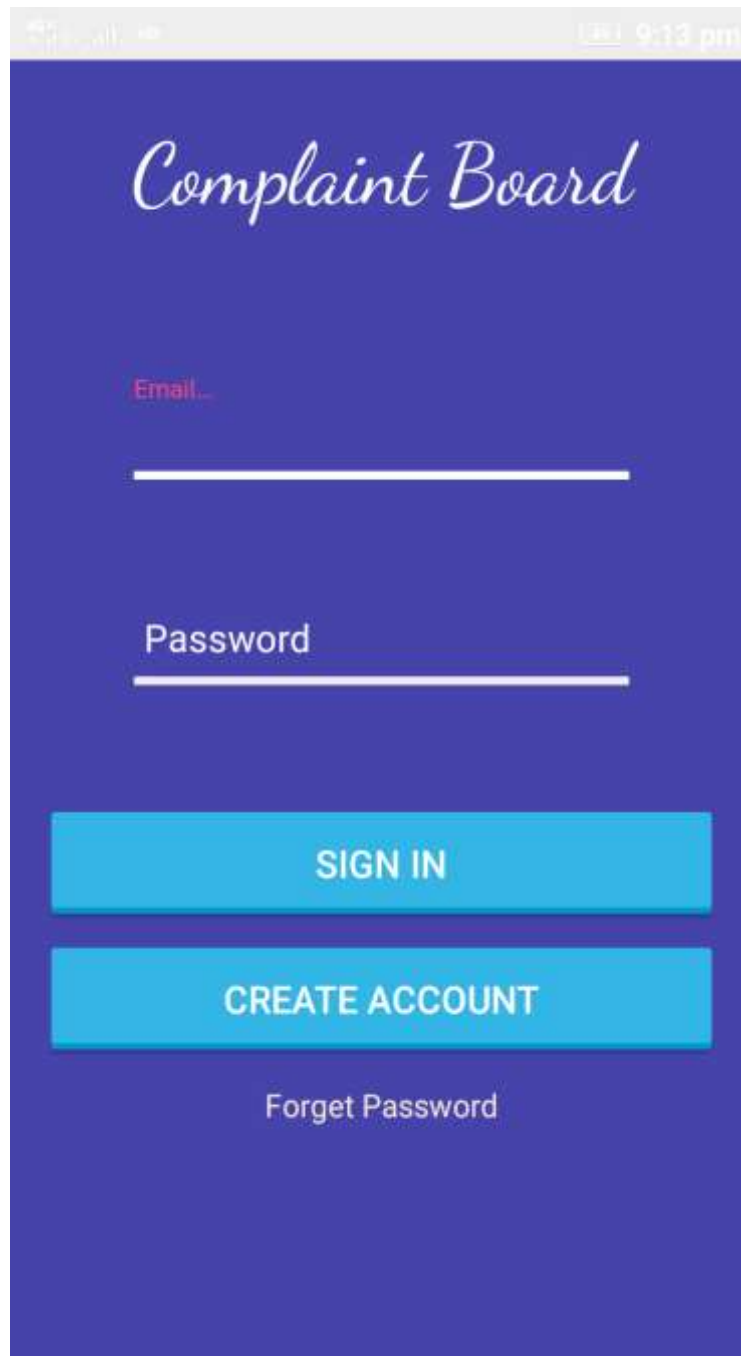
## **WORKING:**

There is a single app which is used by normal users as well as privileged users like various secretaries. The app automatically assigns privileges to user based on their email id.

If the user is using app for the first time, then user creates account using “Create Account” option. Once the user clicks the Create Account button, a verification email is sent to user email (one which he/she used to create account). Once verified, the user can sign in into their account.

Login page also provide “Forget Password” option, in case user forgets the password. In order to change password using forget password, user will be sent a link

on their corresponding registered email. Using this link user can change password.

A mobile application login screen with a dark blue background. At the top, the status bar shows signal strength, Wi-Fi, and the time 9:13 pm. The app title 'Complaint Board' is written in a white cursive font. Below it are two white input fields: the first is labeled 'Email...' in red text, and the second is labeled 'Password' in white text. There are two large blue buttons: 'SIGN IN' and 'CREATE ACCOUNT', both in white uppercase letters. At the bottom, there is a link 'Forget Password' in white text.

Complaint Board

Email...

Password

SIGN IN

CREATE ACCOUNT

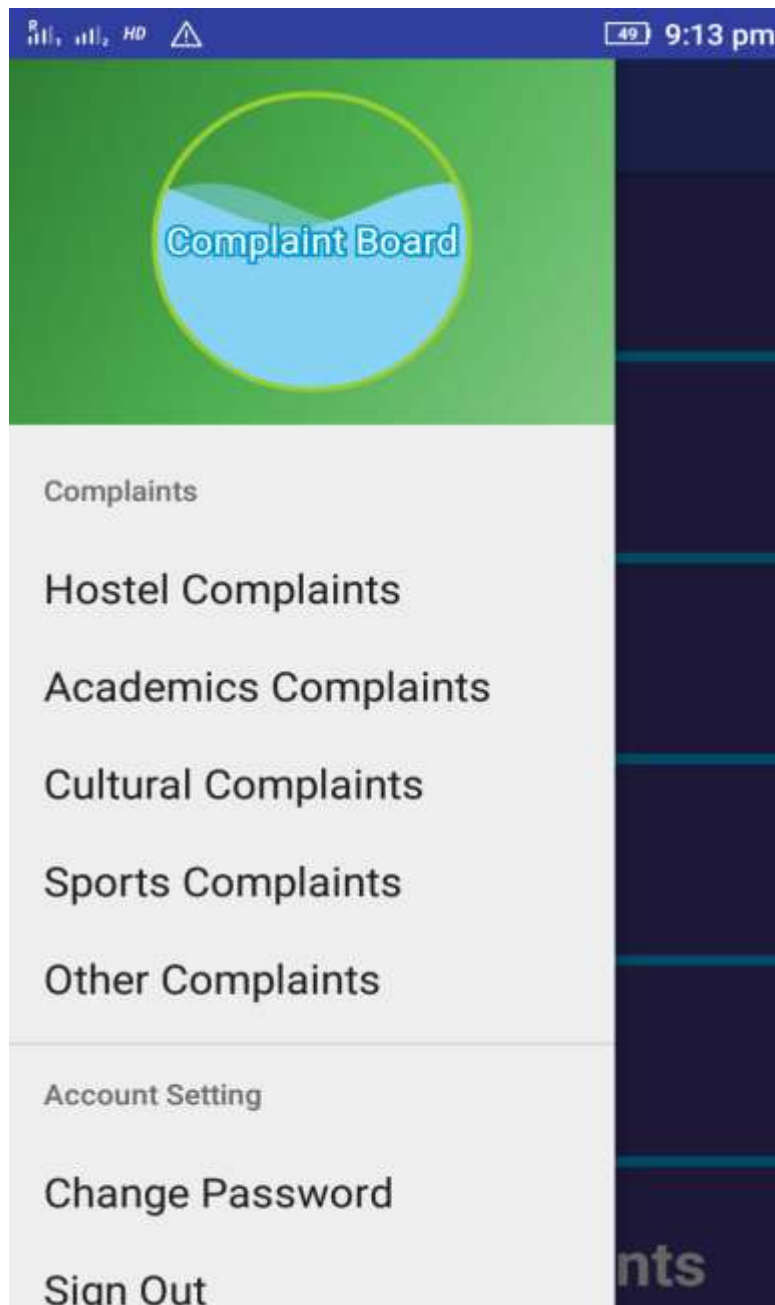
Forget Password

Login Page

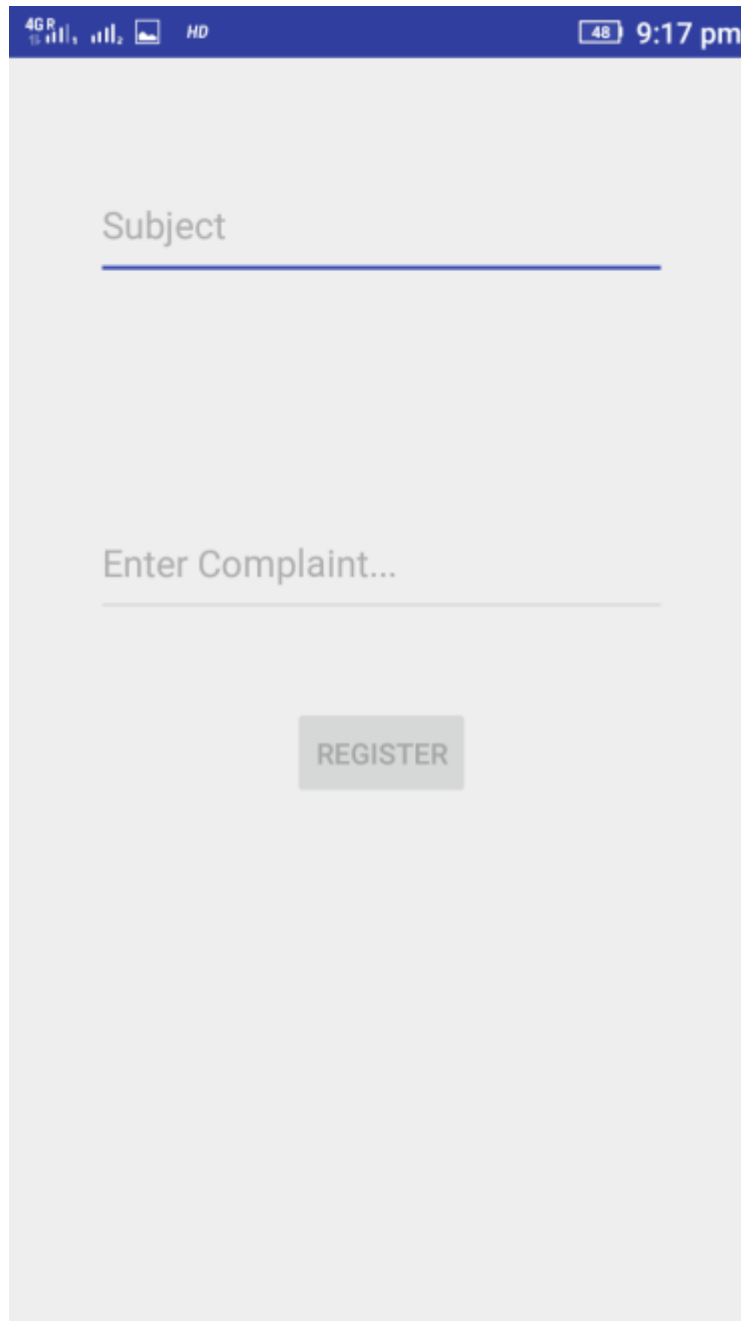


Complaint Categories for user registered Complaints

Users registered complaints will be updated in the respective categories of complaint. Here user can see their complaints category wise in future.



Selecting one of the above complaint category the user is redirected to complaint registration page where user will register their complaints with subject and its details.



4G R 15 48 9:17 pm

Subject

Enter Complaint...

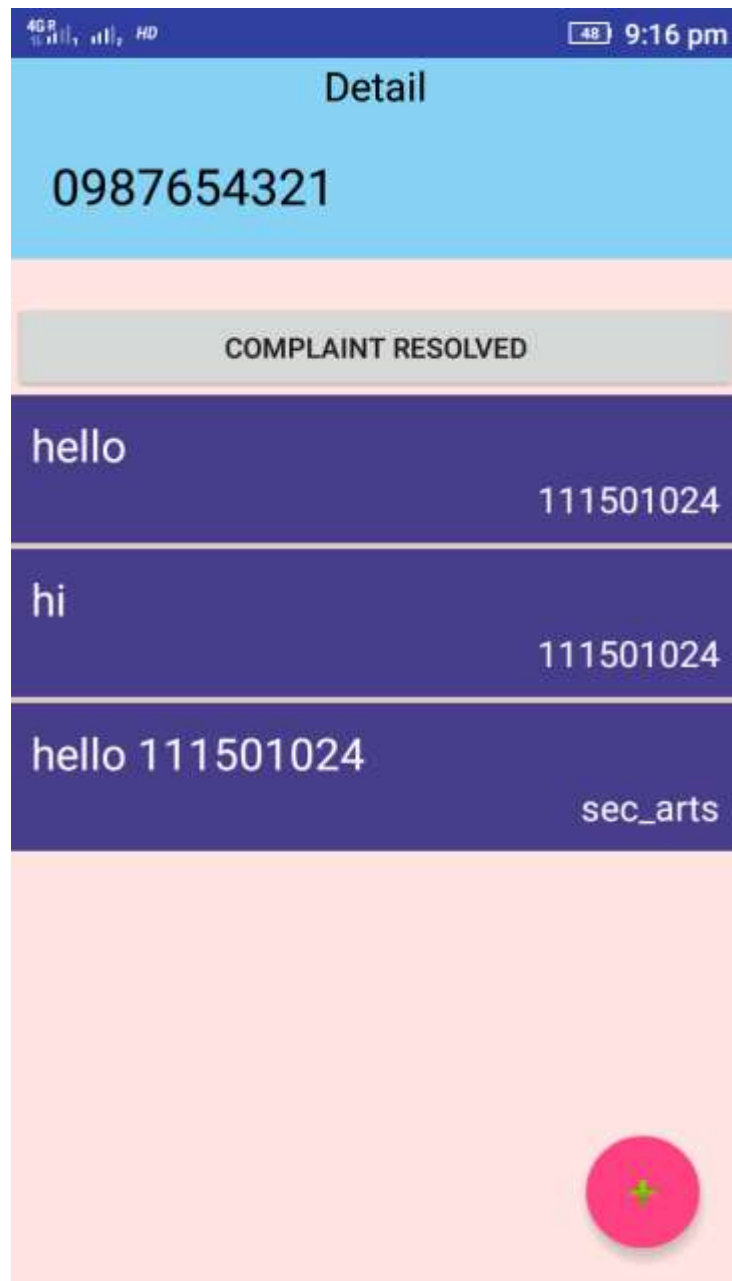
REGISTER

The user has to give subject as well as detail to register the complaint, otherwise he/she cannot register the complaint.



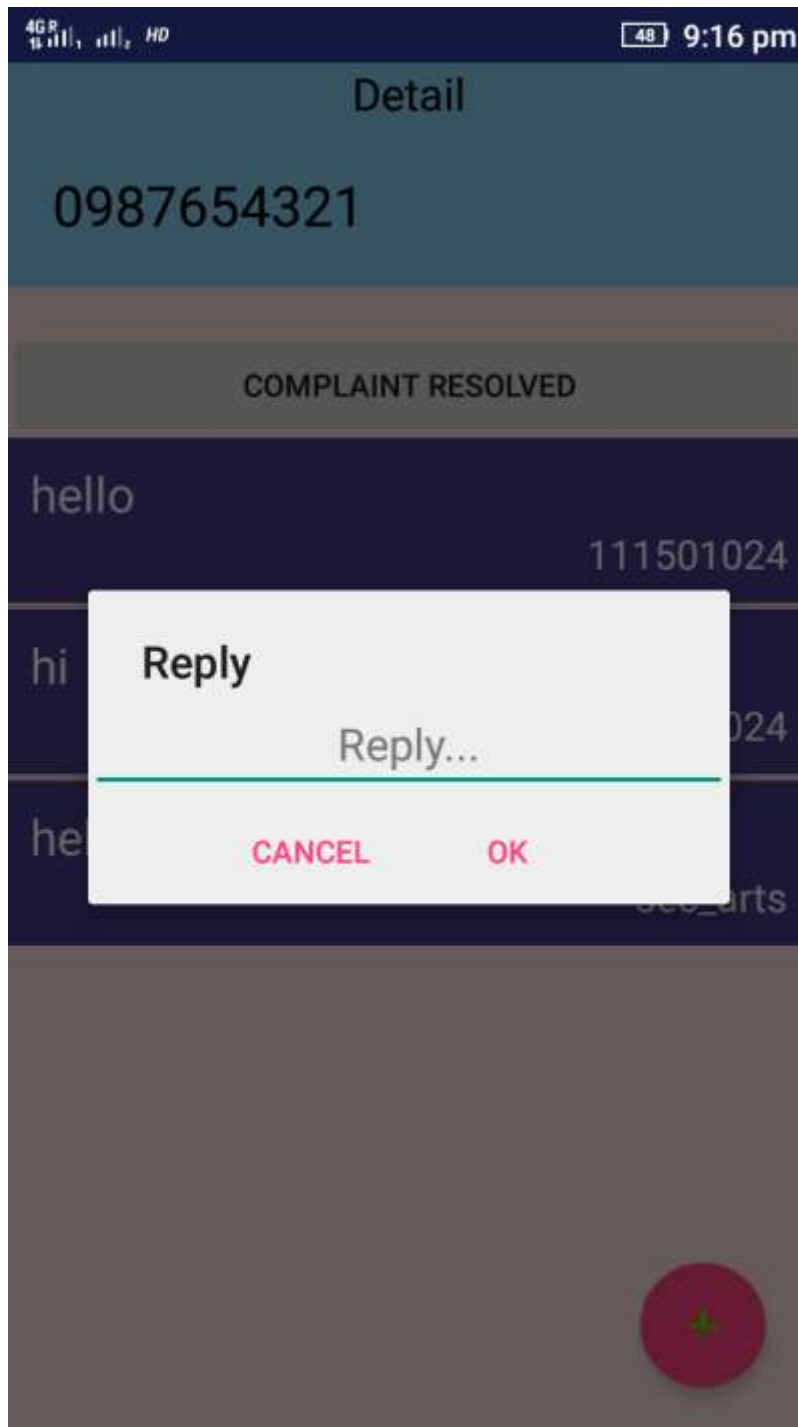
On selecting any category, the total number of complaints in that category as well as all the complaints in that category with their subject, user who registered and date of registration is displayed in the form of a list.

Selecting any complaint will provide you details of that particular complaints as well as discussion on that complaint.



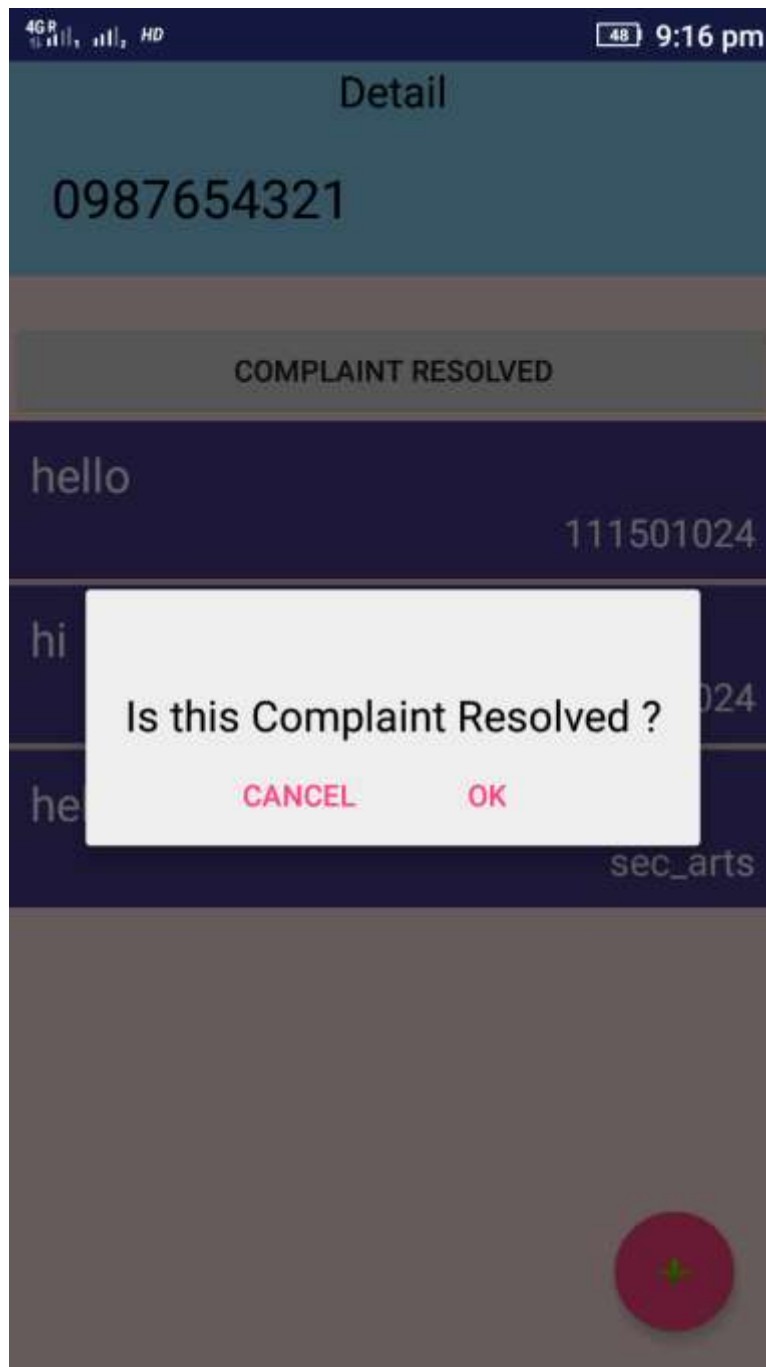
On clicking the Floating button on right corner (down), user can reply on their complaints.

On long press on Detail you can edit the complaint.



There is a “Resolved Complaint” button which can be pressed when the complaint is resolved, it a two way process, both user as well as the secretary presses the button then only the complaint status changes from not resolved to resolved, otherwise not.





Once the complaint is resolved, it goes to Resolved Complaints Category.

The General Secretary can view complaint of every category and can reply on any complaint, whereas other secretaries can view complaint only of their respective categories.

# **Salient Features:**

- 1) No need of two different apps, privileges are assigned according to login ids which increases security.
- 2) Problem Resolved option requires both ways satisfaction (from user who registered complaint as well as secretary who resolved it).
- 3) This app is dynamic in nature, doesn't store any complaint on phone which reduces memory load on user. It always fetches data from server as and when needed.
- 4) App has Responsive design which means it respond to the user's behavior and environment based on screen size, platform and orientation.
- 5) Each complaint is stored based on its category, which facilitates easy look up in future.
- 6) Separate category for Resolved Complaint, where resolved complaint will be stored which can be served mean to institute to check how secretary are responding to various complaints.
- 7) Easy User Interface and secure login system.

## **Developer:**

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