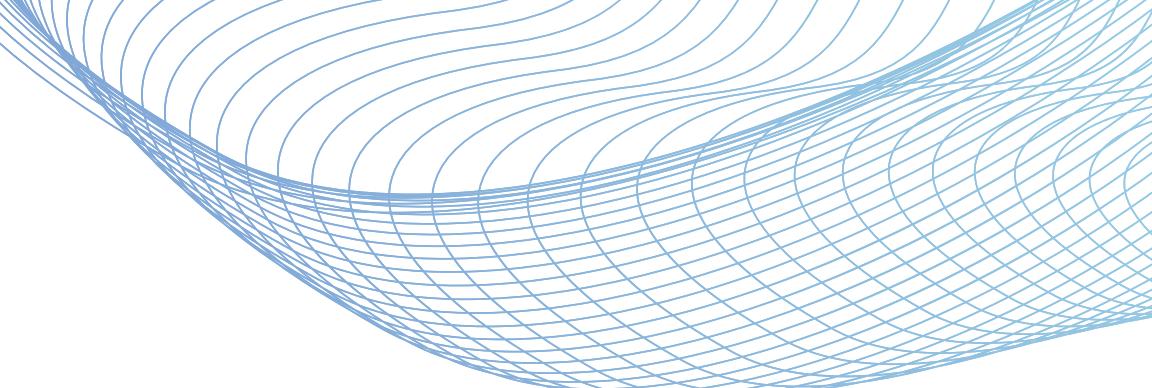




AZURE CAPSTONE PROJECT

Raju Kumar
ERP.NO.: 6604596

CAMPUS COMPLAINT MANAGEMENT SYSTEM



An web based platform where students can submits there complaints (eg. broken bench, pc malfunction, etc) and campus authorities can view them centrally and assign them to repective people. Once done student will receive an email about the resolution

FLOW OF PROJECT

Student

- Register / Login (via Entra ID or custom auth)
- Submit complaint form:
 - Title, Description, Type (dropdown), File Upload (to Blob Storage)
- Track complaint status
- Receive email notification on submission and resolution

Admin

- Login
- View all complaints
- Assign status: *Pending, In Progress, Resolved*
- Resolve & update complaints
- Trigger email notifications

FLOW OF PROJECT

Smart Complaint System

Home About Support

Welcome to Smart Complaint Management System

Effortlessly register, track, and resolve complaints with our smart and secure platform built for students and administrators.

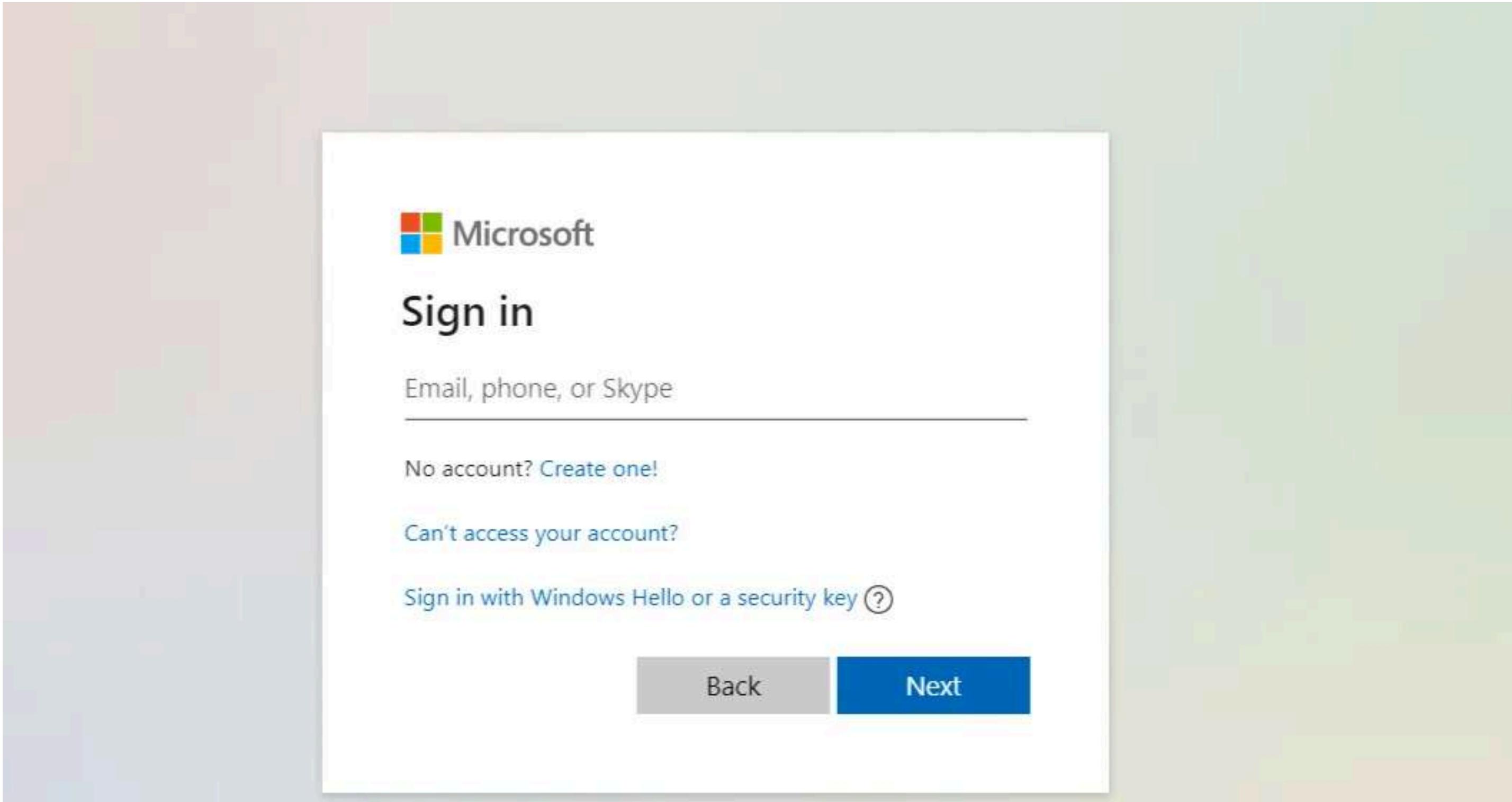
Login as Student

Login as Admin

© 2025 Smart Complaint Management System. All rights reserved.

Landing page from where student/admin will get their respective login options

FLOW OF PROJECT



Login page from where they will login with there credentials based on role (student/admin) they will grant accesss

FLOW OF PROJECT

Submit a Complaint

Complaint Title

Description

Complaint Type

-- Select Type --

Upload File (optional)

Choose File No file chosen

Submit Complaint

Complaint portal where student will provide details of the complaint

FLOW OF PROJECT

Student Dashboard

[Logout](#)

Desk broken

Description: side broken
Type: Hostel
Status:
Date: 2025-05-12 06:12:40

No Image

zdf

Description: cd
Type: Hostel
Status: Submitted
Date: 2025-05-10 19:25:53

No Image

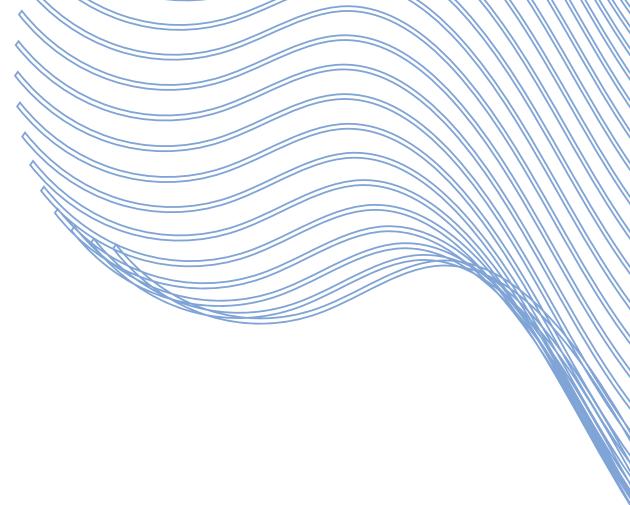
Keyboard not working

Description: Keys are malfunction
Type: Academics
Status: Submitted



Student Dashboard where they can view all their complaints

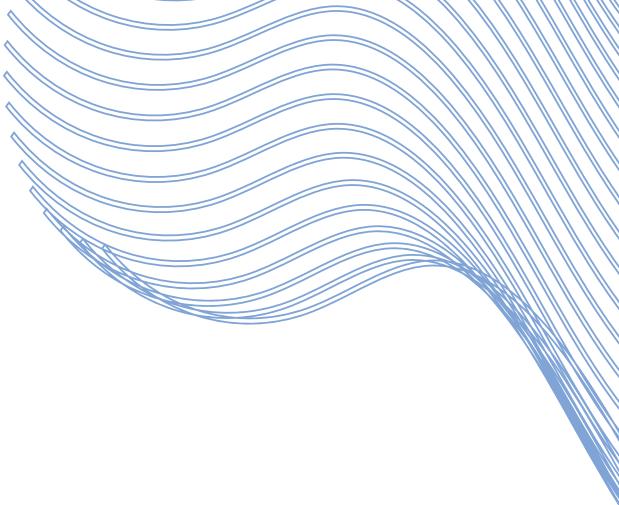
TECH STACK



Development Stack

- **Frontend (HTML, CSS, JavaScript):**
 - Used to design a user-friendly interface for submitting and viewing complaints.
- **Backend (Flask):**
 - A lightweight Python framework that handles complaint submission, database interaction, image uploads, and logic integration.

TECH STACK



Azure Services Integration

1. Authentication – Azure Entra ID:

- Provides secure sign-in and access control, ensuring only authorized students can submit or track complaints.

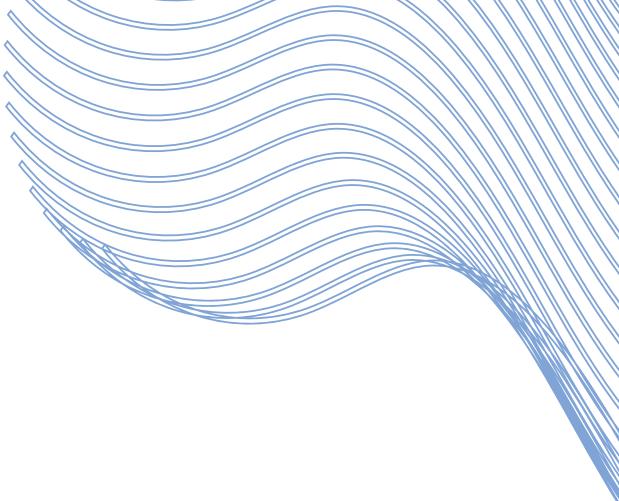
2. Blob Storage – For Complaint Images:

- Stores uploaded images like photos of damaged infrastructure. It's scalable and cost-efficient for unstructured data.

3. Azure SQL Database – For Complaint Details:

- Stores structured complaint data such as title, description, student ID, date, and status in a relational format.

TECH STACK



4. Azure Logic Apps – Email Notification:

- Automatically sends acknowledgment and status update emails to students when complaints are submitted or resolved.

5. Azure App Service – Deployment:

- Hosts the Flask application, making it accessible over the internet with high availability and scalability.

6. Azure DevOps Pipelines – CI/CD:

- Enables continuous integration and deployment by automatically building, testing, and deploying your code whenever changes are made.

7. Azure Application Insights – Monitoring:

- Tracks application performance, errors, and usage analytics to help maintain app health and optimize user experience.

REPORT

- Project Objectives
- Major Outcomes
- Screenshots
- Any real world solutions
- Azure implementation in self made project
- Github link

Mega Quiz is Scheduled on Sunday

ANNOUNCEMENT



Devops, DSA and Self Improvement

📁 1. Project Structure

Ensure your folder looks like:

bash

Copy

Edit

```
complaint-app/
|
├── app.py
├── requirements.txt
├── .env
└── templates/
    └── submit_complaint.html
```

2. Create .env File

Create a `.env` file in the root directory:

env

 Copy

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```
AZURE_STORAGE_CONNECTION_STRING=your_blob_connection_string  
AZURE_SQL_CONN_STRING=your_azure_sql_connection_string  
LOGIC_APP_WEBHOOK_URL=https://your-logic-app-url  
APPINSIGHTS_CONNECTION_STRING=InstrumentationKey=your-key
```



3. Create requirements.txt

Here's a working list of dependencies for your app:

txt

Copy

Edit

Flask

python-dotenv

pyodbc

azure-storage-blob

requests

opencensus-ext-azure

Step 1: Make sure Python is installed

Run in terminal or command prompt:

```
bash
```

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```
python --version
```

or

```
bash
```

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```
python3 --version
```

Step 2: Create the virtual environment

Windows

bash

 Copy

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```
python -m venv myenv
```

Mac/Linux

bash

 Copy

 Edit

```
python3 -m venv myenv
```

Replace `myenv` with any name you prefer for the environment.

Step 3: Activate the virtual environment

Windows

```
bash
```

 Copy

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```
myenv\Scripts\activate
```

Mac/Linux

```
bash
```

 Copy

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```
source myenv/bin/activate
```

```
# Step 2: Install dependencies  
pip install -r requirements.txt
```

OUR TEAM

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Integer vulputate vel ipsum ac
fringilla. Nunc cursus, arcu nec
pretium aliquet, dui metus.



FRANCOIS MERCER
FOUNDER



FRANCOIS MERCER
CEO



CLAUDIA ALVES
GENERAL MANAGER

**STAY
INSPIRED.
NEVER
STOP
CREATING.**

hello@reallygreatsite.com



OUR SERVICE

Lorem ipsum dolor sit amet,
consectetur adipiscing elit.

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pretium aliquet.

- **Service 01**

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- **Service 03**

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- **Service 02**

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- **Service 04**

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THE PROCESS

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Process 01

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2

Process 02

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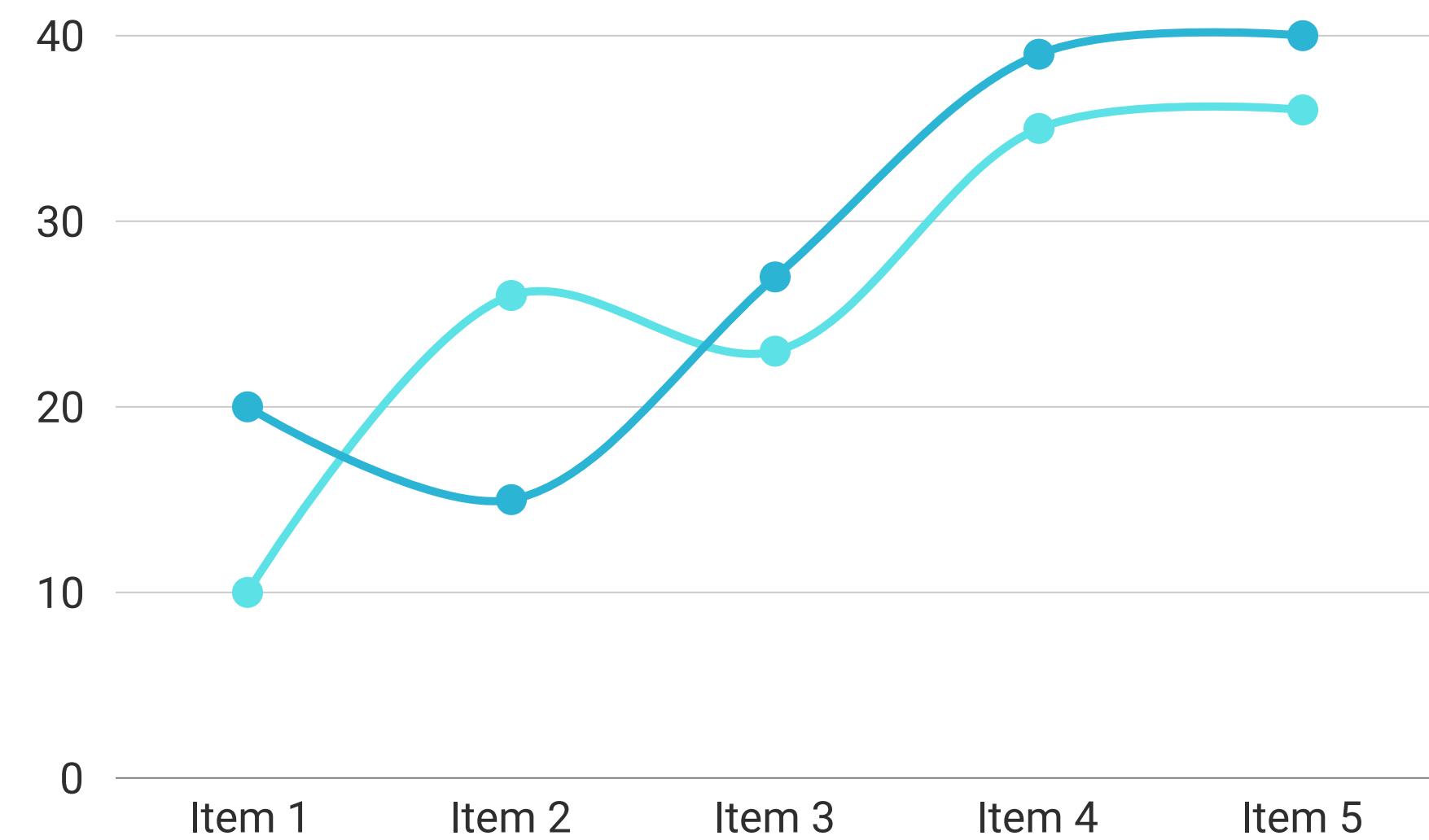
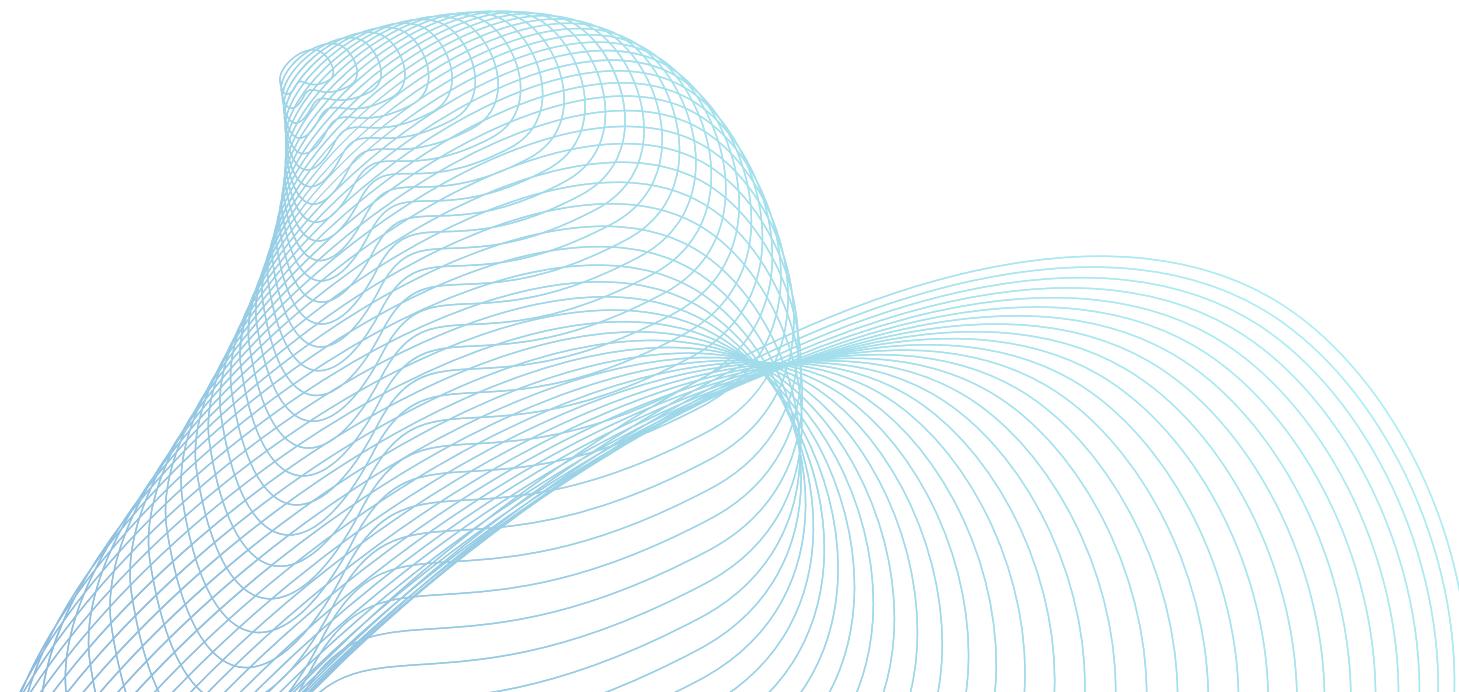
3

Process 03

Lorem ipsum dolor sit amet, consectetur
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MARKET ANALYSIS

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's when an unknown printer took a galley of type and scrambled it to make a type specimen book.



OUR GOALS

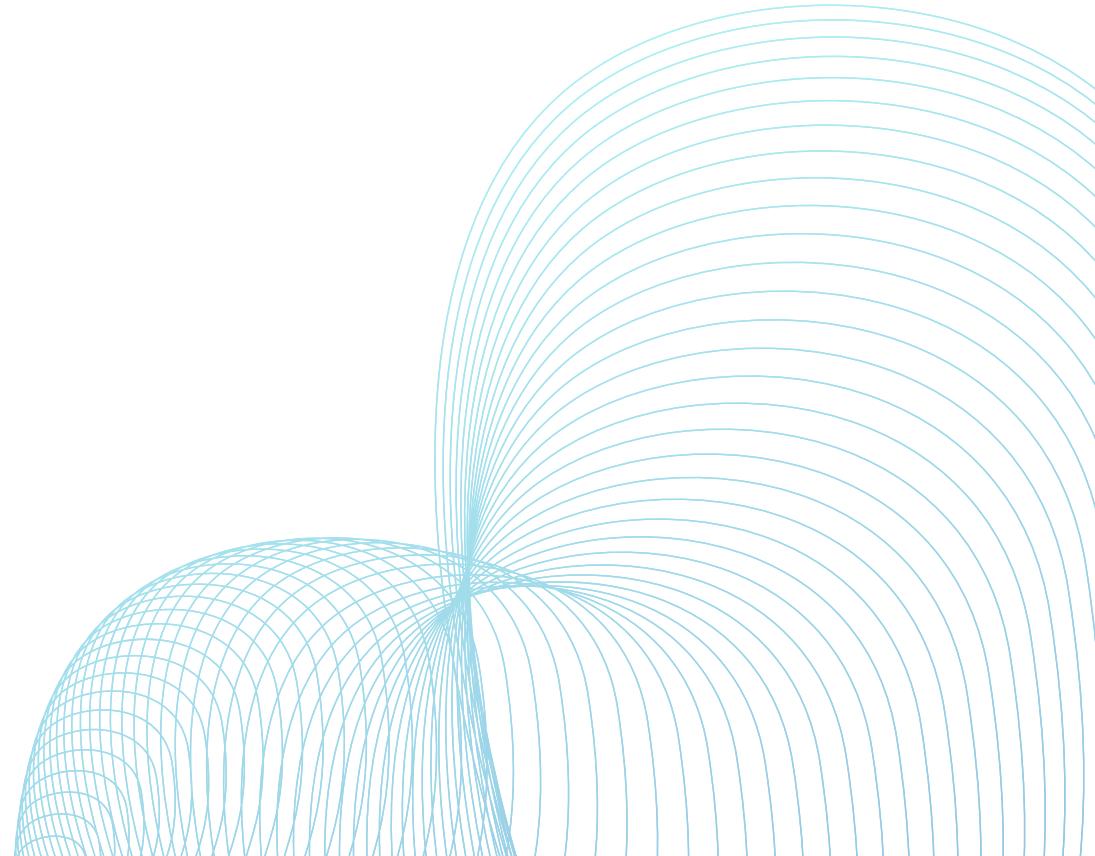
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Goals 01

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Goals 02

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OUR PROJECT

Client : Borcelle Company

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vulputate vel ipsum ac fringilla. Nunc
cursus, arcu nec pretium aliquet, dui
metus fermentum sapien, id cursus
libero orci ac augue.



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