

Complaint Box

S.E. - I.T Engineering

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CERTIFICATE

This to certify that the Mini Project report on **Complaint Box** has been submitted by **Shrushti Patil (21104012), Tanmay Patil (21104048) and Miheet Shah (21104085)** who are a Bonafide students of A. P. Shah Institute of Technology, Thane, Mumbai, as a partial fulfilment of the requirement for the degree in **Information Technology**, during the academic year **2022-2023** in the satisfactory manner as per the curriculum laid down by University of Mumbai.

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Chapter 1

Introduction

As a college community, we strive to create a supportive and inclusive environment where everyone can thrive academically, socially, and personally. However, we understand that sometimes things may not go as smoothly as we hoped, and issues may arise that need to be addressed promptly. To ensure that every member of our community has a voice, we have set up a complaint box. This box is designed to provide a safe and confidential space for you to share any concerns or grievances you may have regarding any aspect of college life. Whether it be a problem with a professor, staff member, or fellow student, we want to hear from you.

A complaint box website for a college campus is an online platform that allows students, submit their complaints, grievances, and suggestions related to campus infrastructure, facilities, academic policies, and administrative issues. A complaint box can be an excellent tool for students with social anxiety as it provides a way for them to voice their concerns or complaints without the need for face-to-face interaction. Students with social anxiety may find it challenging to speak up in a group setting, express their thoughts or opinions openly, or initiate conversations with authority figures. By using a complaint box, students can communicate their concerns in a more comfortable and private way, which can alleviate some of the stress and anxiety associated with traditional communication methods. The complaint box can also help to empower students with social anxiety by giving them a sense of control and agency. It allows them to take an active role in improving their college experience, without having to rely on others to do so. Additionally, knowing that there is a system in place for addressing their concerns may also provide a sense of reassurance, reducing anxiety levels and promoting a more positive outlook. Overall, a complaint box can be a valuable tool for students with social anxiety, providing a safe and accessible way for them to voice their concerns and play an active role in improving their college experience.

The website can be accessed through a user-friendly interface, and complaints can be submitted anonymously or with personal identification. The website's backend management system collects and stores the complaints, and tracks their progress until they are resolved. A complaint box website can be an effective tool for improving the overall campus experience and addressing issues in a timely and efficient manner. It encourages transparency and accountability among campus and fosters a culture of open communication and feedback. We recognize that open and honest feedback is essential to the continuous improvement of our college. Therefore, your feedback is essential to us, and we will take every complaint seriously. We will use this feedback to help identify areas where we can improve and implement solutions to create a better experience for everyone. A college complaint box is a platform or system designed for students to voice regarding any aspect of the college that they feel needs attention. This may include issues related to academic programs or any other area that impacts the student experience. The

complaint box provides a confidential and safe way for students to communicate their concerns, which can then be reviewed and addressed by the appropriate authorities within the college. By providing a channel for feedback and suggestions, the complaint box helps to improve the overall quality of the college and enhance the student experience. The impact of a complaint box on a student's college life experience can be significant. By providing a platform for students to express their concerns and grievances, the complaint box can facilitate a more positive and supportive college environment that is responsive to students' needs.

The complaint box can help to bridge the communication gap between students and college authorities. When students have a platform to express their concerns and complaints, college authorities can better understand their needs and take steps to address them. The complaint box can hold college authorities accountable for addressing student concerns. By providing a system for documenting and tracking complaints, students can be assured that their concerns are being taken seriously and that action will be taken to address them. The feedback received through the complaint box can help to identify areas where college policies and practices can be improved. By listening to student feedback, college authorities can make changes that will benefit the entire college community. When students feel that their concerns are being heard and addressed, it can have a positive impact on their overall college experience. By creating a more supportive and responsive environment, the complaint box can help to promote student well-being and academic success. In summary, the complaint box can have a significant impact on a student's college life experience, by promoting communication, accountability, and positive change.

1.1.Purpose :

The primary purpose of such a website is to provide students to voice their concerns, feedback, or dissatisfaction with the college. The website may have features, such as a form for submitting complaints, a tracking system for monitoring the progress of the complaint, and a database to store the complaints and the corresponding actions taken by the organization to address them. The benefits of having a complaint box website include improved student satisfaction, and a better understanding of the students and expectations of students. It can also help organizations identify patterns of complaints and so that accordingly actions can be taken to prevent them in the future.

1.2.Objectives :

- 1. Provide a platform for students to voice their concerns:** The primary objective of a complaint box website is to provide a platform for students to submit their complaints or feedback.
- 2. Improve satisfaction:** By allowing students to submit their complaints, we can take appropriate actions to address the issues raised, which can lead to improved students satisfaction and loyalty.
- 3. Enhance service:** A complaint box website can improve the college's students experience by providing a channel for students to communicate their issues directly to the college, which can result in quicker resolutions and better aid to students.
- 4. Identify patterns of complaints:** A complaint box website can help identify patterns of complaints, which can be used by the college to address common issues and improve their help to students.
- 5. Build student's trust:** A complaint box website can provide us with valuable data about student's satisfaction and dissatisfaction, which can be used to measure student's satisfaction and identify areas for improvement.

1.3.Scope :

A college complaint box website can serve as an effective tool to improve the quality of education and student services by providing a platform for students to express their. Here are some of the potential scopes for a college complaint box website:

1. **Academic issues:** Students can submit complaints related to academic issues such as course content, teaching quality, assessment methods.
2. **Administrative issues:** Students can submit complaints related to administrative issues such as enrollment procedures.
3. **Student life:** Students can submit complaints related to student life issues such as housing, dining services, extracurricular activities, or campus safety.
4. **Faculty related complaints:** Students can submit complaints related to faculty such as teaching methods, academic related issues, etc.
5. **Feedback:** Students can provide feedback on college policies, procedures, or services, which can be used by the college to improve the quality of education and student services.
6. **Grievance redressal:** The college can use the complaint box website as a mechanism to redress grievances raised by the students, which can lead to improved student satisfaction and better relations between students and the college.

In summary, a college complaint box website can serve as a valuable tool to improve the quality of education and student services by providing a platform for students to voice their issues.

Chapter 2

Problem Definition

Without a complaint box, students may not have a formal way to provide feedback on their college experience. This can make it difficult to identify areas of improvement and take necessary action. Students who have grievances may not have an effective way to address them, leading to frustration, resentment, and potentially, a negative impact on their academic performance and well-being. Without a complaint box, there may be a breakdown in communication between students and college authorities. This can lead to misunderstandings, missed opportunities for improvement, and potentially, a deterioration of the college's reputation. This can erode trust and confidence in the college's leadership, leading to low morale and a negative impact on the college's overall culture. With the rise of social media and review sites, student's expectations of the quality of education and student services have increased significantly. Students in a college may face various issues related to academic, administrative, or student life, which can affect their learning experience and overall satisfaction. However, there may be limited channels for students to express their concerns or provide feedback to the college authorities. This can lead to a lack of transparency, trust, and accountability, which can negatively impact the relationship between students and the college. In summary, the absence of a complaint box can lead to several problems that can negatively impact the college experience for students community. Having a complaint box is crucial for providing a formal way for students to provide feedback, address grievances, and promote transparency and accountability.

Chapter 3

Proposed System:

A college complaint box website can provide a platform for students to submit their complaints, feedback, or grievances related to various aspects of college life. The website can be designed to allow students to submit complaints, and the complaints can be categorized and routed for resolution. The website can also have a tracking system to allow students to monitor the progress of their complaints and receive updates on the actions taken by the college.

Overall, a college complaint box website can help to improve the quality of education and student services by addressing the issues raised by the students, enhancing communication, and building trust and accountability between students and the college. There can be several causes that may lead to the creation of a college complaint box website.

A complaint box is necessary for several reasons, particularly in a college setting. A complaint box increases accountability for college authorities by providing a formal way for students to hold them accountable for their actions or inactions. This promotes transparency and ensures that students' concerns are taken seriously and addressed appropriately. By providing a mechanism for students to voice their concerns and have them addressed, a complaint box can help to improve the overall college experience. It creates a more positive and supportive environment, which can lead to higher levels of student satisfaction and academic success.

In summary, a complaint box is necessary for promoting open communication, identifying and addressing problems, increasing accountability, and improving the overall college experience. It provides a crucial mechanism for students to have their concerns heard and addressed, which is essential for a positive and supportive college environment.

3.1. Features and Functionality :

Feature 1 : User-friendly interface

The website should have a user-friendly interface that makes it easy for students to navigate and submit their complaints.

Feature 2 : Feedback mechanism

The website should have a feedback mechanism that allows students to provide feedback on the complaint resolution process and the effectiveness of the website.

Feature 3 : Accessibility

The website should be accessible to all students, including those with disabilities, and should be optimized for mobile devices.

Feature 4 :Dashboard for administrators

The website should have a dashboard for administrators to manage and respond to complaints, track progress, and generate reports.

Feature 5 : Complaint resolution timeline

The website can have a complaint resolution timeline that outlines the expected time frame for resolution of different types of complaints.

Chapter 4

Project Outcomes :

Increased transparency and accountability: To ensure transparency in institutions imparting technical education, with the supreme objective of preventing unfair practices and to provide a mechanism to student.

Improved quality of education and student services: The feedback and complaints received through the website can help the college identify areas for improvement and take appropriate actions to improve the quality of education and student services.

Timely resolution of grievances: By having a complaint box, college authorities can address student grievances in a timely and efficient manner. This helps to prevent issues from escalating and reduces the risk of long-term negative consequences.

Identification of areas for improvement: A complaint box can also help to identify areas where the college can improve its policies, procedures, and practices. By listening to student feedback and suggestions, college authorities can make changes that benefit the entire college community.

In summary, having a complaint box can lead to improved communication, timely resolution of grievances, increased transparency and accountability, a positive impact on the college community, and identification of areas for improvement. Overall, the result of having a complaint box is a more positive and supportive college environment that benefits everyone involved.

Chapter 5

Software Requirements :

1.HTML, CSS (GUI)

HTML and CSS work together to create a well-structured and visually pleasing web page. HTML defines the content and structure, while CSS defines the look and feel. By separating the content from its presentation, HTML and CSS provide flexibility, allowing developers to make global changes to the appearance of a website by modifying a single CSS file, without the need to edit each individual HTML page.

2.Python, JAVAscript (Intermediate)

Handle complex operations, and facilitate seamless communication between the client and the server. Large Ecosystem and Frameworks: Python has a vast ecosystem with a rich collection of libraries, frameworks, and tools specifically built for web development. Django is a powerful Python web framework used in this application that provides comprehensive features for building scalable, secure, and maintainable web applications.

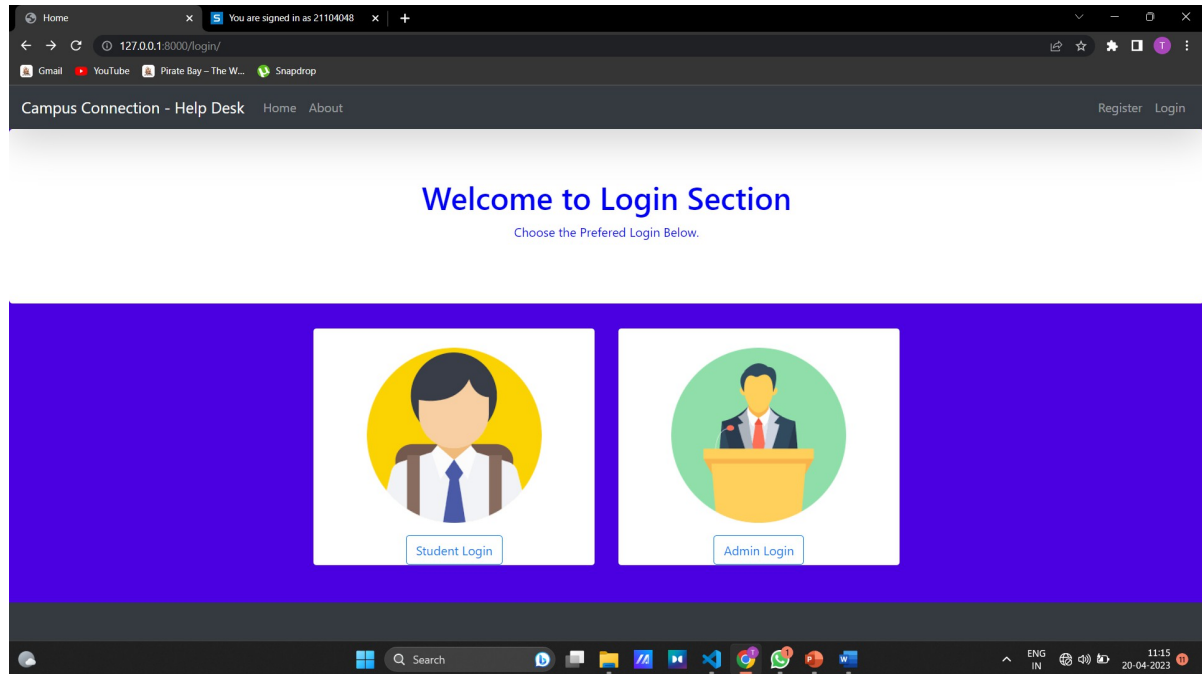
3.PostgreSQL (Backend)

PostgreSQL is a powerful and feature-rich open-source relational database management system (RDBMS). It has excellent compatibility with popular web development frameworks, such as Django. This makes it well-suited for applications that require structured and organized data.

Chapter 6

Project Design :

1.Login Page:



2.Registration Page:

A screenshot of a web browser displaying the registration page of the same system. The browser's address bar shows the URL "127.0.0.1:8000/register/". The page features a dark header with navigation links "Home" and "About", and buttons for "Register" and "Login". The main content area has a light gray background with the heading "Register Here!!!". Below this, there are five input fields: "Username*", "First name*", "Last name*", "Email address", and "Password*". The "Username*" field has a note below it: "Required. 150 characters or fewer. Letters, digits and @/./+/-/_ only.". The "Password*" field has a list of requirements below it: "Your password can't be too similar to your other personal information.", "Your password must contain at least 8 characters.", "Your password can't be a commonly used password.", and "Your password can't be entirely numeric.". The Windows taskbar at the bottom shows the system time as 11:15 on 20-04-2023.

Home You are signed in as 21104048 x +

127.0.0.1:8000/signin/ Gmail YouTube Pirate Bay - The W... Snapdrop

Campus Connection - Help Desk Home About Register Login

Log In

Username*

Password*

Login

Need An Account? [Sign Up Now](#)
[Forgot Password?](#)

ENG IN 11:16 20-04-2023

3.Add Complaints:

Home You are signed in as 21104048 x +

127.0.0.1:8000/complaints/ Gmail YouTube Pirate Bay - The W... Snapdrop

Welcome : tanmay2003

Profile

Password Reset

Add Complaints

UnSolved Complaints

Solved Complaints

Add Complaints :

Subject*

This field is required.

Type of complaint*

.....

This field is required.

Description*

This field is required.

ENG IN 11:16 20-04-2023

Chapter 7

Conclusion :

The benefits of having a complaint box website in a college include improved communication between students and the college authorities, enhanced student satisfaction, increased transparency and accountability, improved quality of education and student services, and reduced conflicts and disputes. Moreover, the website can serve as a tool for identifying areas for improvement and continuously enhancing the quality of education and student services. It is an essential tool for creating a conducive and harmonious learning environment that is based on mutual respect, transparency, and accountability between students and the college authorities. By having a platform to raise their concerns, students can feel more comfortable . A complaint box website can help promote transparency in the college administration, students can see that their concerns are being taken seriously, we can show that the issues are being addressed accordingly. A complaint box website for a college could potentially have a significant scope as it provides a platform for students complaints in a transparent and efficient manner. Overall, a college complaint box website can contribute significantly to the learning experience and satisfaction of students, and can positively impact the reputation and success of the college.

References :

- <https://www.python.org/>
- <https://www.jetbrains.com/>