**1.4 AIM AND OBJECTIVE**

## Aim

To develop a Paperless Student Complaint Management System using Flask and MySQL that streamlines the complaint submission, tracking, and resolution process for students and administrators. The system aims to eliminate paper-based processes, ensure transparency, enhance accessibility, and provide real-time status updates for student complaints.

## Objectives

* • To create a secure user authentication system with student and admin login modules.
* • To design a complaint submission form that captures essential student and complaint details.
* • To verify student identity using registration number, department, and year before accepting complaints.
* • To implement a 'My Complaints' page for students to track submitted complaints using email.
* • To provide an admin dashboard where complaints can be reviewed and status updated (e.g., pending, resolved).
* • To ensure complaints and status updates are stored and retrieved from a MySQL database.
* • To build an intuitive and mobile-friendly user interface using HTML, CSS, and JavaScript.
* • To maintain records of all submitted complaints with timestamps for accountability and review.
* • To potentially integrate analytics for identifying frequently reported issues.