



## **MYSORE UNIVERSITY SCHOOL OF ENGINEERING**

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Delhi)



### **UNIVERSITY OF MYSORE**

#### **Full Stack Development(21CD71) Assessment Report On: “CUSTOMER COMPLAINTS SYSTEMS”**

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## Introduction:

This Django web application that allows customers to submit complaints regarding a product and provides the ability for the administrator to manage and track the status of these complaints. The application will involve the following components:

- **Customer Form:** A web form for customers to submit complaints.
- **Admin Panel:** A backend interface to view and manage complaints.
- **Database Management:** Store customer complaints in a database.
- **Status Management:** Admin can change the complaint's status (e.g., Pending, Resolved).
- **Success Page:** After a customer submits a complaint, they are redirected to a success page.

## Project overview:

complaints/

| — manage.py

| — db.sqlite3

| — complaints\_system/

    | — \_\_pycache\_\_/

        | — \_\_init\_\_.cpython-313.pyc

        | — settings.cpython-313.pyc

        | — urls.cpython-313.pyc

        | — wsgi.cpython-313.pyc

| | — \_\_init\_\_.py

| | — settings.py

| | — urls.py

| | — asgi.py

| | — wsgi.py

```
| — complaints/
|   | — __init__.py
|   | — admin.py
|   | — apps.py
|   | — models.py
|   | — tests.py
|   | — views.py
|   | — urls.py
|   | — forms.py
|   | — templates/
|   |   | — complaints/
|   |   |   | — list.html
|   |   |   | — home.html
|   |   |   | — submit_complaint.html
|   |   |   | — success.html
|   | — base.html
```

## Detailed steps Implementation:

### Step 1: Install Django

#### # Install Django

*pip install Django*

### Step 2: Create a Django Project

Run the following command to create a Django project:

*django-admin startproject*

*complaints\_system*

*cd complaints\_system*

### **Step 3: Create a Django App**

*python manage.py startapp complaints*

### **Step 4: Configure settings.py**

Open *complaints\_system*, Add 'complaints' to *INSTALLED\_APPS* in *settings.py*:

### **Step 5: Create the Complaint Model:**

Run migrations to apply the model:

*python manage.py makemigrations*

*python manage.py migrate*

### **Step 6: Register the Model in Django Admin:**

In *complaints/admin.py*:

### **Step 7: Create forms for complaints\_system**

In *complaints/forms.py*

### **Step 8: Create forms:**

In *complaints/views.py*

### **Step 8: Configure URLs:**

Create *complaints/urls.py*

Link the *complaints* app to the project's main *urls.py* in *complaints\_system/urls.py*

### **Step 9: Create HTML Templates:**

Inside *complaints /templates/ complaints /* create files naming:

1. *home.html*
2. *list.html* (Complaint List)
3. *submit\_complaint.html* (Complaint Form)
4. *success.html* (Success Page)
5. *base.html* (Base Template)

## Step 10: Create a Superuser for Admin Panel:

```
python manage.py createsuperuser
```

## Step 11: Run the Django Development Server

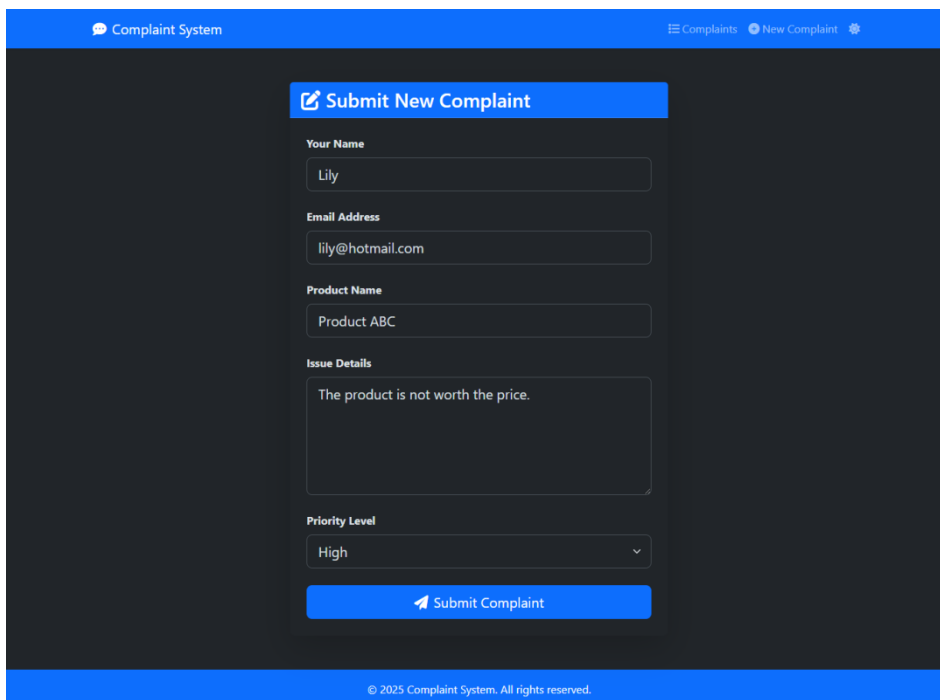
```
python manage.py runserver
```

## Conclusion

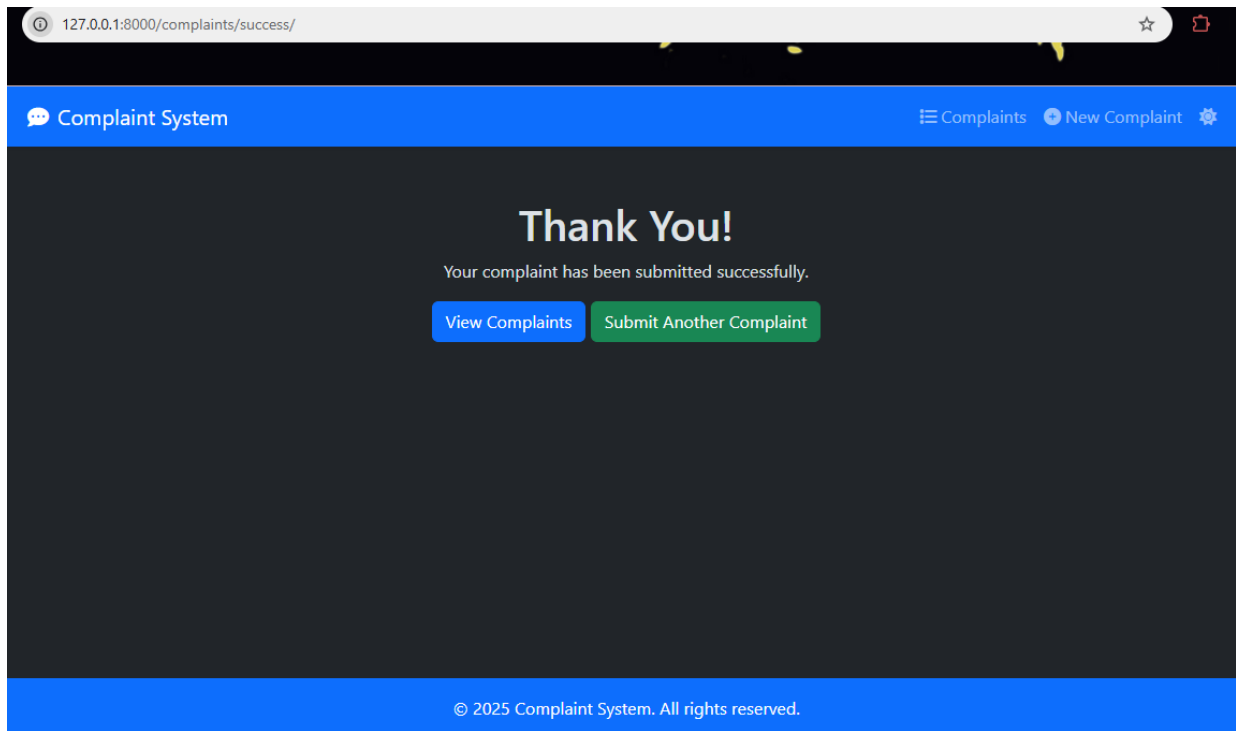
The Customer Complaint Management System has been successfully developed using Django. This system enables customers to submit complaints, which are stored in a database and managed via the Django Admin Panel.

- **Complaint Submission Form:** Customers can submit complaints with details such as name, email, product, issue description, and priority level.
- **Django Admin Integration:** Administrators can view, filter, and update complaint statuses (Pending, Resolved).
- **Reverse Lazy Redirection:** After submission, users are redirected to a success page using `reverse_lazy()`.
- **List View:** Displays all complaints for admin reference.

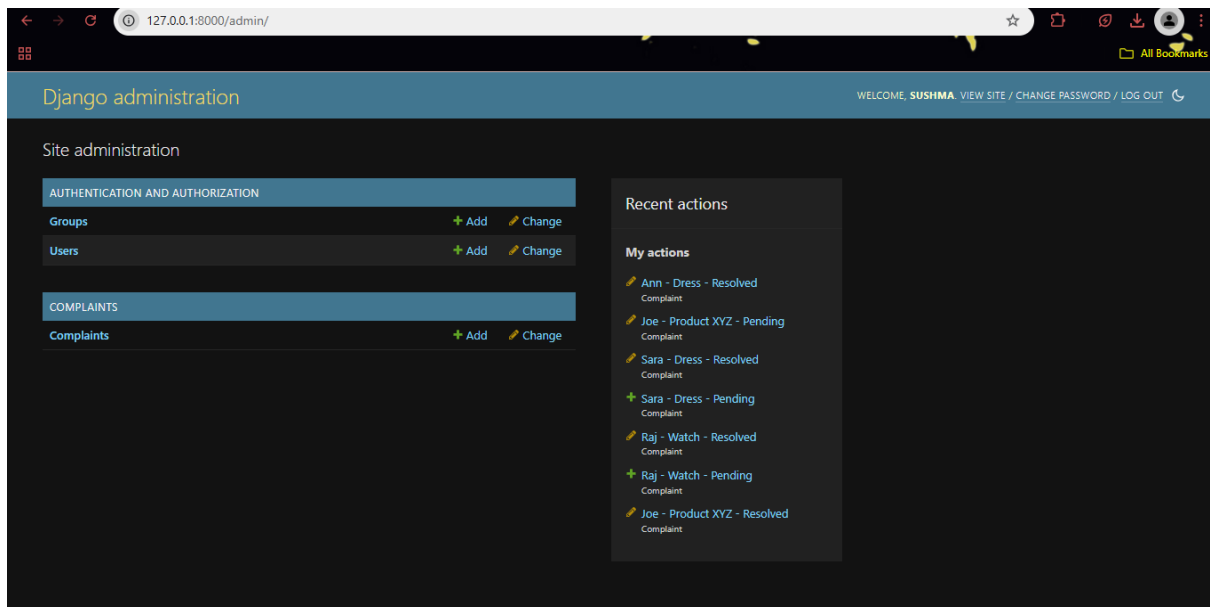
## Output:



The screenshot displays a web application interface for submitting a complaint. The page has a dark blue header with the text 'Complaint System' on the left and navigation links 'Complaints' and 'New Complaint' on the right. The main content area is dark gray and features a 'Submit New Complaint' form. The form includes the following fields: 'Your Name' (filled with 'Lily'), 'Email Address' (filled with 'lily@hotmail.com'), 'Product Name' (filled with 'Product ABC'), 'Issue Details' (a text area filled with 'The product is not worth the price.'), and 'Priority Level' (a dropdown menu set to 'High'). A blue 'Submit Complaint' button is located at the bottom of the form. The footer of the page is dark blue and contains the copyright notice '© 2025 Complaint System. All rights reserved.'



Success Page



Admin Page

127.0.0.1:8000/admin/auth/user/add/

Django administration WELCOME, SUSHMA VIEW SITE / CHANGE PASSWORD / LOG OUT

Home > Authentication and Authorization > Users > Add user

Start typing to filter...

**AUTHENTICATION AND AUTHORIZATION**

- Groups + Add
- Users + Add

**COMPLAINTS**

- Complaints + Add

**Add user**

First, enter a username and password. Then, you'll be able to edit more user options.

**Username:**

Required. 150 characters or fewer. Letters, digits and @/./+/-/\_ only.

**Password-based authentication:** ☒ Enabled ☐ Disabled

Whether the user will be able to authenticate using a password or not. If disabled, they may still be able to authenticate using other backends, such as Single Sign-On or LDAP.

**Password:**

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.  
Your password can't be entirely numeric.

**Password confirmation:**

Enter the same password as before, for verification.

**SAVE Save and add another Save and continue editing**

Add user in admin page

127.0.0.1:8000/admin/complaints/complaint/

Django administration WELCOME, SUSHMA VIEW SITE / CHANGE PASSWORD / LOG OUT

Home > Complaints > Complaints

1 complaint was changed successfully.

Select complaint to change

Action:  Go 0 of 6 selected

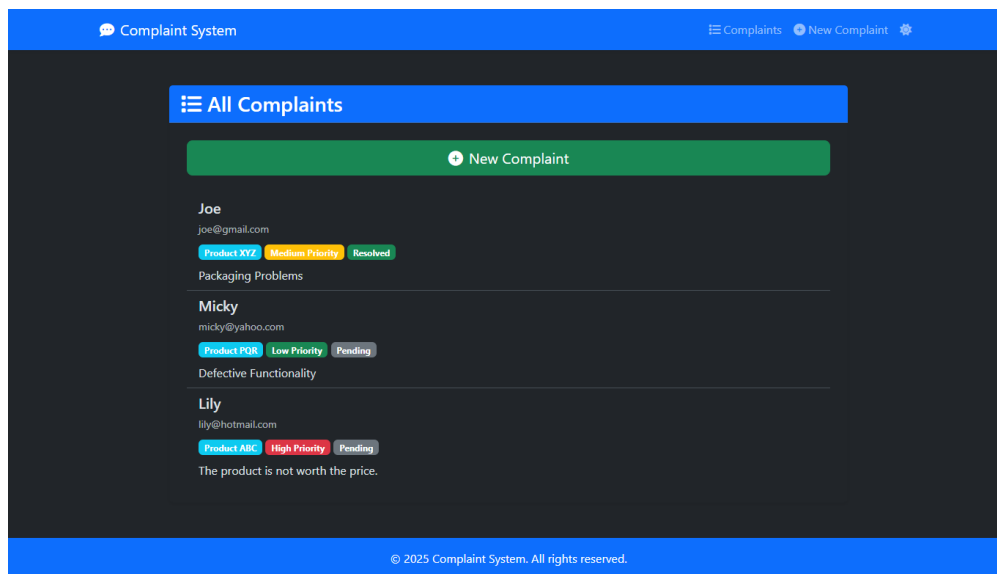
<input type="checkbox"/>	NAME	PRODUCT	STATUS	PRIORITY
<input type="checkbox"/>	Ann	Dress	<input type="text" value="Resolved"/>	Medium
<input type="checkbox"/>	Sara	Dress	<input type="text" value="Resolved"/>	Low
<input type="checkbox"/>	Raj	Watch	<input type="text" value="Resolved"/>	High
<input type="checkbox"/>	Lily	Product ABC	<input type="text" value="Pending"/>	High
<input type="checkbox"/>	Micky	Product PQR	<input type="text" value="Pending"/>	Low
<input type="checkbox"/>	Joe	Product XYZ	<input type="text" value="Pending"/>	Medium

6 complaints **Save**

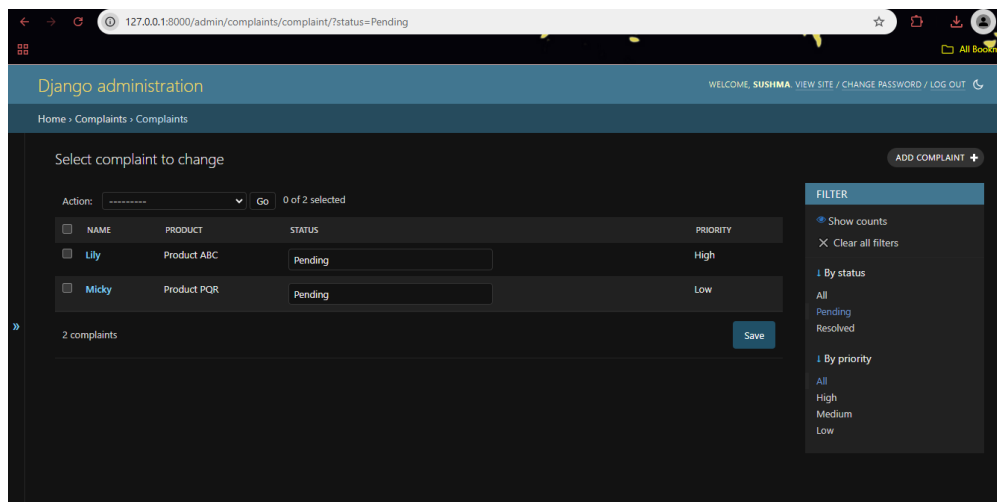
**FILTER**

- Show counts
- By status
  - All
  - Pending
  - Resolved
- By priority
  - All
  - High
  - Medium
  - Low

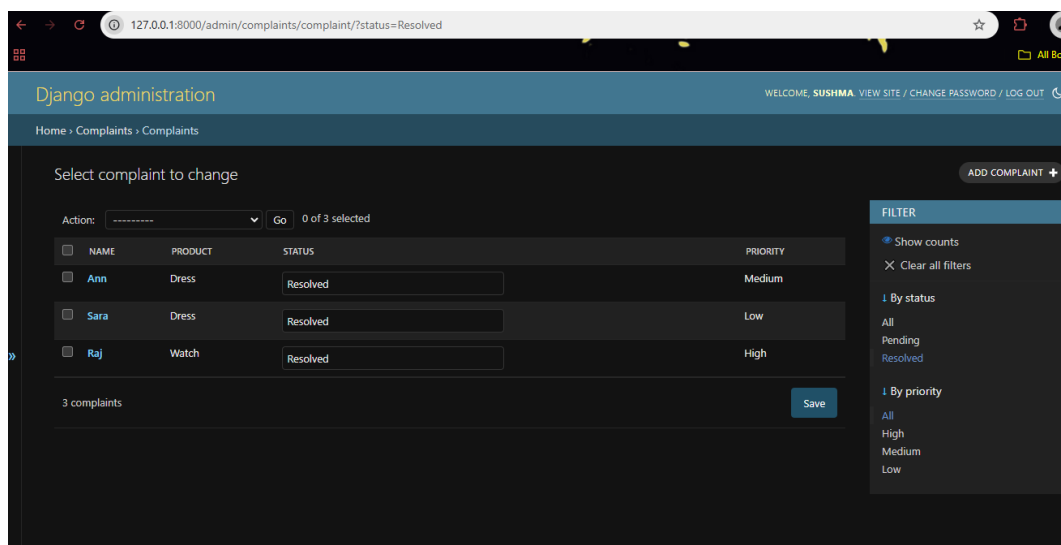
Complaints view from admin page



Complaints page



Pending Requests



Resolved Requests