

# GROUP PROJECT



# COMPLAINT MANAGEMENT SYSTEM

A complaint management system (CMS) is a process that helps companies handle, manage, respond to, and report customer grievances. The goal of a CMS is to make it easier to coordinate, monitor, track, and resolve complaints.

# OBJECTIVES

The main objective of a complaint management system is to make it easier to coordinate, monitor, track, and resolve complaints.

It should provide opportunities for review of the complaint outcome by individuals other than the original decision maker.

# BACKGROUND

The Idea of making Complaint Management system is coming in our mind by the sudden moment that happened with us. once we all (my gang) reached to Gwarighat and seen many people met the various problem related to cleanliness but they don't do anything and become helpless .That's why we have made a system /software so that they can complain regarding any problem to the concerned authority directly.

# PROCESS



01

You have to visit to our software first then just clicking on the Raise complaint, you will be reaching to the complaint form.



03

After getting solved ,your problem get stored to the resolved page. Otherwise to the pending one.



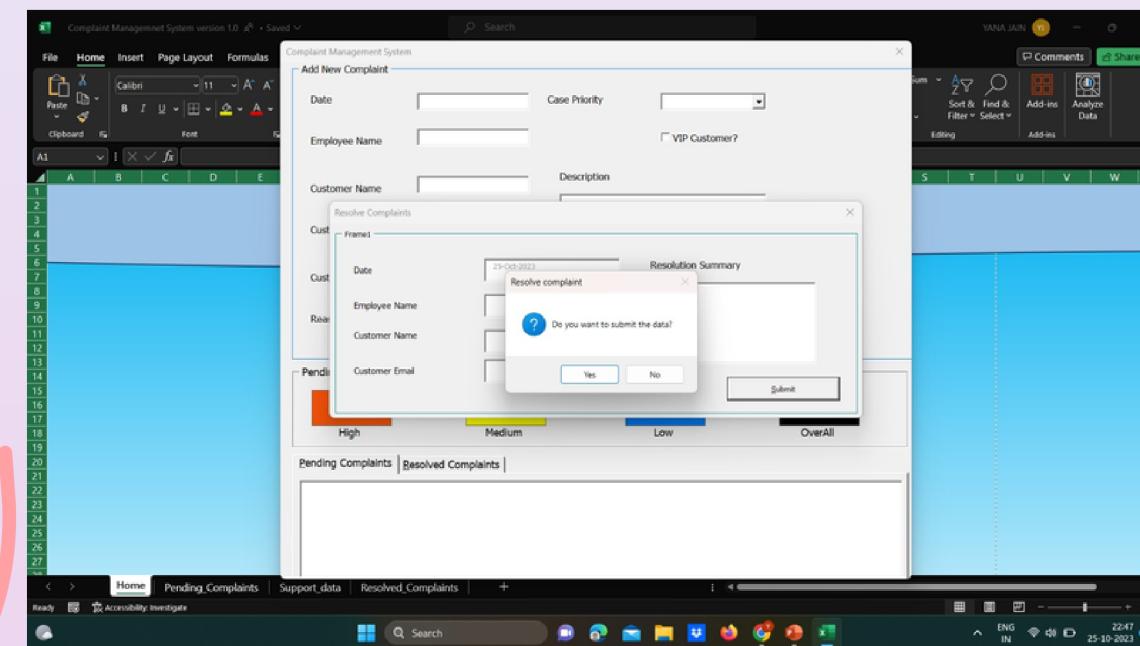
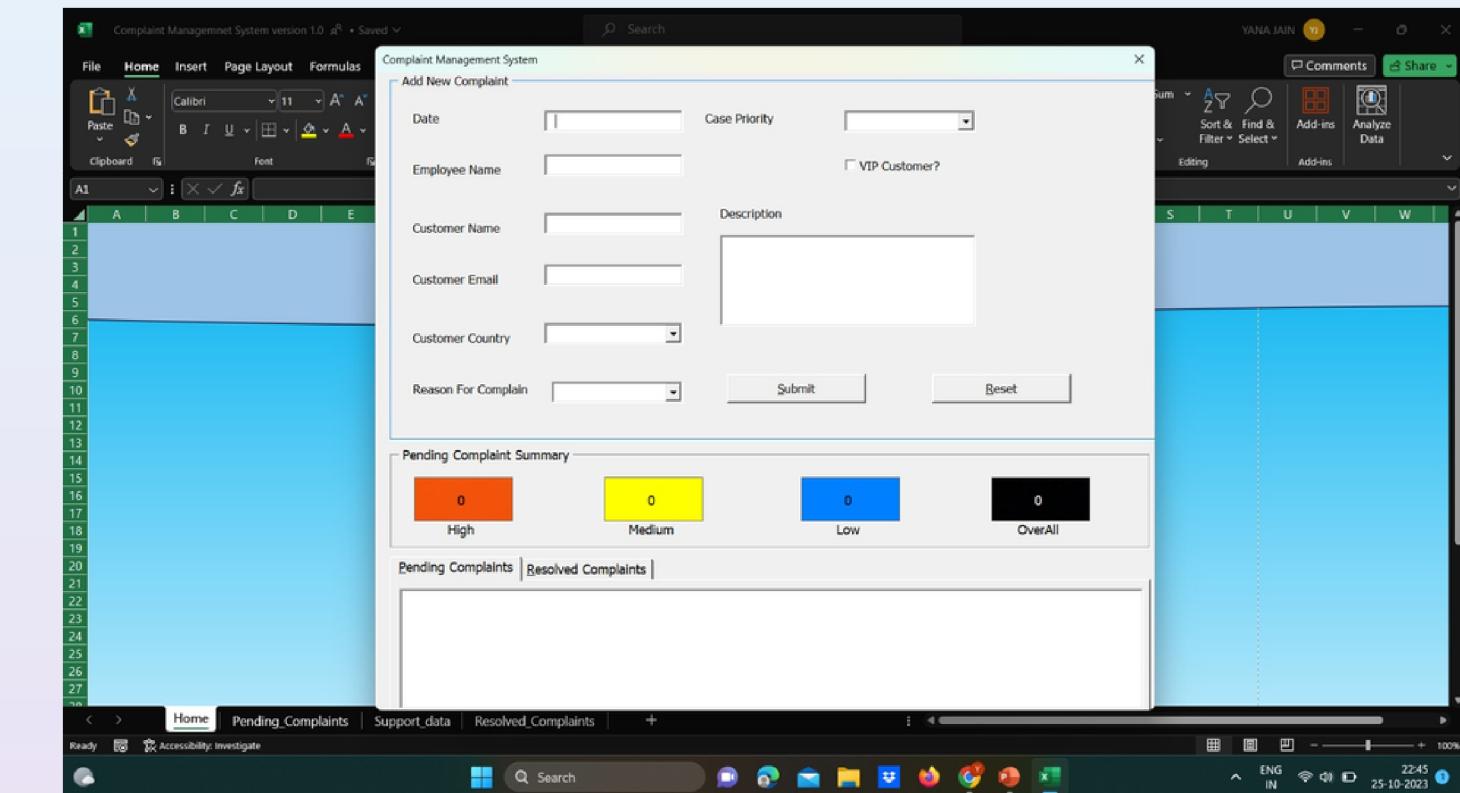
You have to just give the information related to you and the person to whom you want to file complaint against.



Your complain get register to our database. And we give the related information to the concerned authority.



# WORKING PROCEDURE



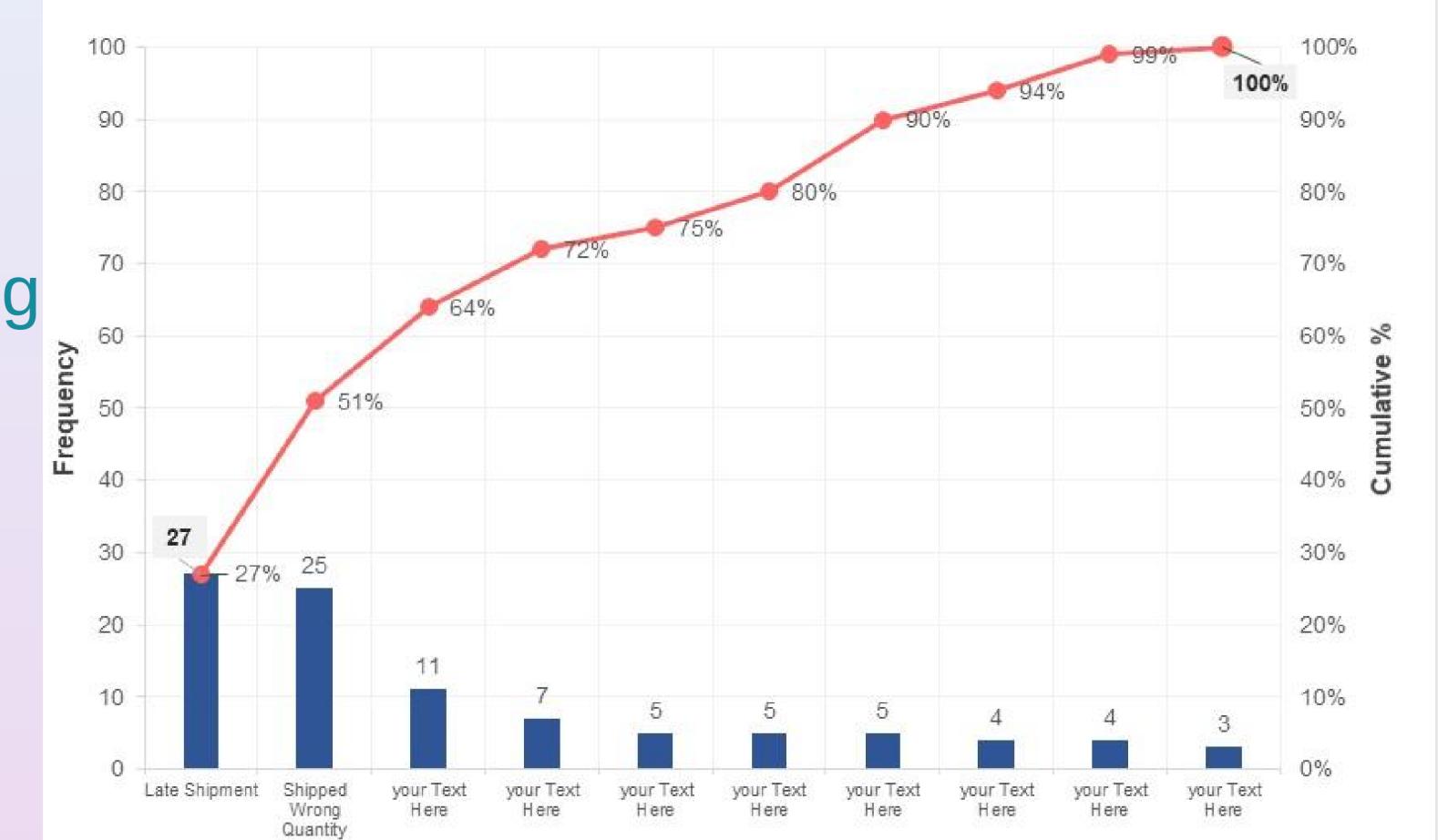
# RESULT

A complaint management system (CMS) can help businesses improve their operations by:

- Increasing complaint handling efficiency and customer satisfaction
- Ensuring required levels of safety
- Fielding customer complaints while remaining compliant
- Giving insights into your own customer service team
- Providing further opportunities to improve
- Saving time in clearing up issues efficiently
- Strengthening customer loyalty
- Automating repetitive but important actions

**Customer Complaints Frequency Bar Graph**

This graph/chart is linked to excel, and changes automatically based on data. Just left click on it and select "Edit Data"



# DOCUMENTATION

VISIT TO GET THE  
SYSTEM:-

[HTTPS://GYANGANGAJABALPUR-MY.SHAREPOINT.COM/:X:/G/PERSONAL/CSE-21YANAJAIN\\_GYANGANGAJABALPUR\\_ONMIC-ROSOFT\\_COM/EYPANYG-AAZEQ52QOXZLZSABTPDXACDV4EADRTVI2C-6OUW?E=GQLRK](https://GYANGANGAJABALPUR-MY.SHAREPOINT.COM/:X:/G/PERSONAL/CSE-21YANAJAIN_GYANGANGAJABALPUR_ONMIC-ROSOFT_COM/EYPANYG-AAZEQ52QOXZLZSABTPDXACDV4EADRTVI2C-6OUW?E=GQLRK)

# CONCLUSION

A CMS can also help companies:

Get a better understanding of the clients

- >Collect data
- >Identify and target problem areas
- >Monitor complaints handling performance
  - >Make business improvements
  - >Achieve their long term objectives
  - >Enhance customer satisfaction

# **LET'S MEET MY TEAM:-**

## **TEAM WEVIRTUALS**



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# THANK YOU

