


# ONLINE COMPLAINT MANAGEMENT SYSTEM

Osman A . Nasr

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# ONLINE COMPLAINT MANAGEMENT SYSTEM

Osman Nasr , Enayat Alkhider

<sup>1</sup> Management information systems, KING KHALID UNIVERSITY,  
Abha, 61321, Saudi Arabia

<sup>2</sup> Information Technology , KING KHALID UNIVERSITY,  
Abha , 61321 , Saudi Arabia

## Abstract

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption.

The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.

Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

**Keywords:** online , complaint , management , respond , customer .

## 1. Introduction

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc.

There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for contract workers and immigrant workers, in every country. Studies (and citations) are needed about complaint systems in health care, in faith-

based organizations, in schools, in political organizations, in the military and in many specialized occupations. Studies are needed about important specialized issues like free speech.

A number of Artificial Intelligence technologies are helpful in complaint resolution process, understanding the attitudes of involved parties and reasoning about them, in particular, based on Belief–desire–intention model. Concept learning is an adequate formalism to reason about complaints.

## 2. related works

Many authors extended the work of Berenbeim, Rowe, and Rowe and Baker, on the topic of internal complaint systems. They included: Douglas M. McCabe, William J. Ury, Jeanne M. Brett, and Stephen B. Goldberg. Cathy Costantino and Cristina S Merchant, and Karl A. Slaikeu and Ralph H. Hasson extensively explored issues of designing conflict management systems.

The concept of an integrated conflict management system was conceived and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complainants and therefore a linked system of choices within an organizational system.

The idea of a systems approach has endured well. In recent years however, there has been discussion as to whether conflict should be "managed" by the organization—or whether the goal is to understand, deal with and learn from conflict. There is also concern about practical and theoretical issues in "integrating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict management systems," or "ICMS."

## 2. EXISTING SYSTEM

In the existing system the people must go to the office for any kind of help. The users can post their problems but

cannot get the details of the problems and some other services. This system doesn't have much popularity and is not user friendly.

### 3. OBJECTIVES

The objective of the complaints management system is

1. To make complaints easier to coordinate, monitor, track and resolve,
2. To provide company with an effective tool to identify and target problem areas, monitor complaints handling performance
3. To make business improvements.
4. Prompt and specific retrieval of data.
5. Flexibility in the system according to the changing environment.
6. Controlling redundancy in storing the same data multiple times.
7. Accuracy, timeliness and comprehensiveness of the system output.
8. Stability and operability by people of average intelligence.
9. Enhancement in the completion of work within the constraints of time.

### 4. PURPOSE

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption , And The ability of providing many of the reports on the system , and add to Facilitate the process of submitting a complaint.

### 5. SCREENS DESIGN

Here we will show some system interfaces that have been designed , and named by its function in the system.



Fig. 1 post complaint.

This screen to write the complaint detail's from the customer .

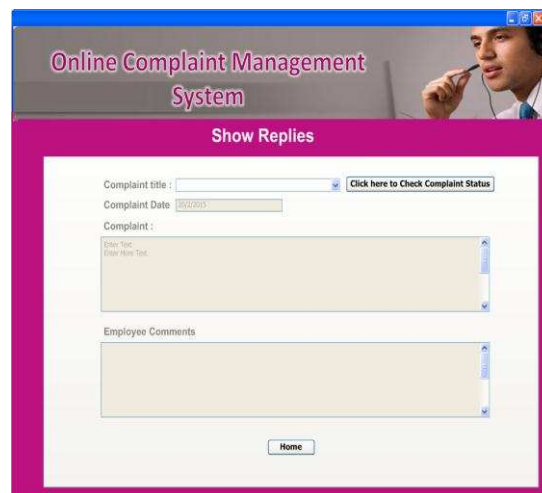


Fig. 2 show replies screen.

This screen show the employee reply to the customer on the complaint .

### 6. Conclusions

application software has been computed successfully and was also tested successfully by taking “test cases”. It is user friendly, and has required options, which can be utilized by the user to perform the desired operations. application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The goals that are achieved by the software are Instant access , Improved productivity, Optimum utilization of resources , Efficient management of records , Simplification of the operations , Less processing time and getting required information , User friendly , Portable and flexible for further enhancement .

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**First Author : Osman Abd Allah Nasr Ali**

B.Sc Faculty of Computer Science And Information Technology  
Department of Management Information System September 2009

M.Sc: University of Neelain Faculty of Graduate Department of  
Information System December 2011

PHD in information system (under study) : University of Neelain  
Faculty of Graduate

Lecturer in Neelain University – Faculty of Computer Science And  
Information Technology – Department of Management Information  
Systems DEC 2011 to AUG 2014.

Lecturer in King Khalid University – Faculty of Administrative and  
Financial – Department of Management Information Systems AUG 2014  
until now .

current research interests is management information systems ,  
information systems , systems development , web design .

**Second Author Enayat Ali Alkhider Taha**

M.Sc: University of Neelain Faculty of Graduate Department of  
Information Technology December 2012 .

Lecturer in King Khalid University – College of Science and Arts  
Department of Information Technology .