

A MAJOR PROJECT REPORT ON  
“EMPLOYEE COMPLAINT MANAGEMENT  
SYSTEM”

Submitted in partial fulfillment of the requirements for the award of the  
degree

BACHELOR OF TECHNOLOGY

in

(COMPUTER SCIENCE AND ENGINEERING)

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# CERTIFICATE

We at this moment certified, that the work which is being present in the project entitled **“EMPLOYEE COMPLAINT MANAGEMENT SYSTEM”** in partial fulfillment of requirements for the award of the degree of Bachelor of Technology (Computer Science and Engineering) submitted in the department of Computer Science and engineering at **T.H.D.C INSTITUTE OF HYDROPOWER ENGINEERING & TECHNOLOGY** , is an authentic record of our own work carried out under the supervision of **MR. MANISH KUMAR(Assistant professor)**.We have not submitted the matter presented in this project to any other university/institute for the award of any degree

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# ABSTRACT

The Employee Complaint Management System (ECMS) is an innovative software solution designed to streamline and enhance the process of managing employee complaints within a college setting. This abstract provides a brief overview of the key features and benefits of the ECMS.

Effective management of employee complaints is crucial in maintaining a healthy work environment and promoting employee satisfaction. However, traditional paper-based systems or disjointed manual processes often lead to inefficiencies, delays, and a lack of transparency in addressing employee grievances. The ECMS aims to address these challenges by providing a centralized platform that automates and simplifies the complaint management process.

The ECMS encompasses several essential modules and functionalities. Firstly, it offers a user-friendly interface that enables employees to submit complaints electronically, ensuring quick and convenient access for all users. The system allows employees to provide detailed descriptions of their grievances, attach relevant documents or evidence, and track the progress of their complaints.

Once a complaint is submitted, the ECMS automatically assigns it to the appropriate department or individual responsible for handling such issues. This feature ensures that complaints are promptly directed to the relevant authorities, minimizing delays and eliminating the risk of complaints being overlooked or lost in the system. The system also facilitates seamless communication between the complainant and the concerned parties, enabling updates, queries, or additional information to be exchanged easily.

College administrators can monitor the number and types of complaints, identify recurring issues, and track resolution times. These data-driven insights allow decision-makers to implement targeted measures to address systemic problems, improve employee satisfaction, and enhance overall organizational effectiveness.

Furthermore, the ECMS prioritizes confidentiality and security, ensuring that sensitive employee information is protected. Access controls and user permissions are implemented to limit unauthorized access to complaint records, and data encryption mechanisms are employed to safeguard the integrity and privacy of the stored data.

In conclusion, the Employee Complaint Management System (ECMS) presents a comprehensive and efficient solution for managing employee complaints within a college environment. By streamlining the complaint submission process, facilitating effective communication, and providing valuable analytics, the ECMS contributes to a transparent, fair, and timely resolution of employee grievances. Ultimately, the ECMS fosters a positive work environment and strengthens the overall organizational culture within the college.

# TABLE OF CONTENTS

CERTIFICATE.....	ii
ACKNOWLEDGEMENT.....	iii
ABSTRACT.....	iv
TABLE OF CONTENTS.....	v
LIST OF FIGURES.....	viii
<b>CHAPTER 1 PROJECT BACKGROUND</b>	
1.1 Introduction.....	1
1.2 Problem Statement.....	2
1.3 Domain Overview.....	3-7
1.3.1 HTML5.....	3
1.3.2 CSS.....	4
1.3.3 Bootstrap.....	5
1.3.4 Javascript.....	5
1.3.5 PHP.....	6
1.3.6 SQL.....	7
1.4 Project Goal and Scope.....	8
<b>CHAPTER 2 LITERATURE REVIEW</b>	
<b>CHAPTER 3 IMPLEMENTATION</b>	
3.1 Workflow.....	10-11
3.1.1.1 Complaint submission.....	10
3.1.1.2 Initial Review and Assignment.....	10
3.1.1.3 Investigation and Resolution.....	10

---

3.1.1.4 Approval and Escalation.....	10
3.1.1.5 Communication and Update.....	10
3.1.1.6 Resolution and closure.....	10
3.1.1.7 Reporting and Analytics.....	11
3.1.2 UML Diagram.....	12
3.2 Portal Description.....	12-36
3.2.1 Admin.....	13-16
3.2.1.1 Login Page.....	14
3.2.1.2 Admin Dashboard.....	16
3.2.2 User.....	19-32
3.2.1.1 User Registration.....	20
3.2.1.2 User Profile.....	21
3.2.1.3 Register Complaint.....	27
3.2.1.4 User Dashboard.....	32
3.2.3 Database.....	36

## **CHAPTER 4 PROPOSED WORK**

4.1 Index.....	43
4.2 Admin.....	43-44
4.2.1 Login Page.....	43
4.2.2 Admin Dashboard.....	44
4.3 User.....	44-46
4.3.1 User Registration.....	44
4.3.2 User Profile.....	45
4.3.3 Register Complaint.....	45

4.3.4 User Dashboard.....	46
4.4 Database.....	46
<b>CHAPTER 5 SUMMARY AND CONCLUSIONS</b>	
5.1 Purpose of Work.....	47
5.2 Future Scope.....	48
<b>REFERENCES.....</b>	<b>50</b>

## LIST OF FIGURES

Fig 3.1 Workflow.....	11
Fig 3.2 UML.....	12
Fig 4.1 Homepage of ECMS.....	43
Fig 4.2 Login page .....	43
Fig 4.3 Admin Dashboard.....	44
Fig 4.4 User Registration.....	44
Fig 4.5 User profile.....	45
Fig 4.6 Register complaint.....	45
Fig 4.7 User dashboard.....	46
Fig 4.8 Database.....	46