CHAPTER 1

PROJECT BACKGROUND

1.1 Introduction

Employee satisfaction and well-being play a crucial role in the success of any organization, including colleges. A harmonious work environment is essential for fostering productivity, collaboration, and innovation. However, it is inevitable that employee grievances and complaints may arise from time to time. These complaints could range from issues related to workplace conditions, unfair treatment, harassment, or other concerns.

To ensure a fair and efficient resolution of employee complaints, colleges need a robust and systematic approach to complaint management. Traditional methods relying on manual processes, paper-based forms, and fragmented communication channels often result in delays, miscommunication, and a lack of transparency. This is where an Employee Complaint Management System (ECMS) can make a significant difference.

The ECMS is a software solution specifically designed to streamline and automate the process of managing employee complaints within a college environment. It serves as a centralized platform that facilitates the submission, tracking, and resolution of complaints, enabling college administrators to address grievances promptly, fairly, and transparently.

In this era of digital transformation, leveraging technology to enhance organizational processes is becoming increasingly crucial. By implementing an ECMS, colleges can effectively address the challenges associated with manual complaint management systems. This introduction sets the stage for exploring the key features and benefits of an ECMS for college environments.
Throughout this system, employees will have a user-friendly interface that allows them to submit complaints electronically, eliminating the need for cumbersome paper forms and manual submission processes. They can provide detailed descriptions of their grievances, attach relevant documents or evidence, and have visibility into the progress of their complaints.

The ECMS automates the workflow by automatically assigning complaints to the appropriate department or individual responsible for handling such issues. This eliminates the risk of complaints being lost or overlooked, ensuring that they are addressed promptly and assigned to the right personnel for resolution. Additionally, the system enables seamless communication between the complainant and the concerned parties, allowing for updates, clarifications, and additional information to be shared easily.

Furthermore, an ECMS provides valuable insights through robust analytics and reporting functionalities. College administrators can monitor and analyze complaint data, such as the types and frequency of complaints, patterns, and resolution times. These insights empower decision-makers to identify systemic issues, implement targeted measures for improvement, and proactively address concerns to foster a positive work environment.

The ECMS also prioritizes confidentiality and security. Access controls and user permissions are implemented to ensure that only authorized personnel can access complaint records. Data encryption mechanisms protect the integrity and privacy of the stored data, ensuring that sensitive employee information remains confidential.

In summary, implementing an Employee Complaint Management System in a college setting offers numerous benefits, including streamlined complaint submission, efficient workflow management, transparent communication, valuable analytics, and enhanced security. By embracing technological solutions, colleges can establish a fair and supportive work environment that promotes employee satisfaction, productivity, and overall organizational success.

1.2 Problem Statement

In a college environment, managing employee complaints can be a complex and challenging task. The existing manual processes and fragmented communication channels often lead to inefficiencies, delays, and a lack of transparency, impeding the fair and timely resolution of employee grievances. Therefore, there is a critical need for an Employee Complaint Management System (ECMS) to address these challenges and streamline the complaint management process within colleges.

Inefficiencies and Delays: The current paper-based complaint management systems in colleges often result in delays and inefficiencies. Employees must physically fill out complaint forms, which can be time-consuming and prone to errors. Additionally, the manual routing of complaints to the appropriate department or personnel can lead to further delays, impacting the resolution time and employee satisfaction.

Lack of Transparency: The absence of a centralized system for managing employee complaints makes it difficult for both employees and college administrators to track the progress and status of complaints. The lack of transparency creates frustration and diminishes confidence in the complaint resolution process.

Communication Gaps: Inefficient communication channels and fragmented exchanges of information hinder effective communication between complainants and the concerned parties responsible for addressing the complaints. Miscommunication, misunderstandings, and delayed responses can exacerbate the problem and impede the resolution process.

Difficulty in Data Analysis: Manual systems make it challenging to gather and analyze complaint data comprehensively. Without proper data analysis, it becomes difficult for college administrators to identify recurring issues, patterns, and trends that could point to systemic problems. The lack of data-driven insights limits the ability to implement targeted measures to improve the work environment and address underlying concerns.

Security and Confidentiality: The absence of a secure system for storing and managing complaint records poses risks to the security and confidentiality of sensitive employee information. Manual systems are more susceptible to unauthorized access or loss of documents, compromising the privacy and trust of employees.

Given these challenges, there is a compelling need for an ECMS in colleges to streamline the complaint management process, enhance communication, ensure transparency, facilitate data analysis, and prioritize the security and confidentiality of employee information. By addressing these issues, an ECMS can foster a positive work environment, promote employee satisfaction, and strengthen the overall organizational culture within the college.

1.3 Domain Overview

1.3.1 HTML5

HTML5 can be a great choice for developing an employee complaint management system for a college due to its flexibility, cross-platform compatibility, and rich multimedia support. Here's an overview of how HTML5 can be utilized in such a system:

User Interface (UI): HTML5 provides a wide range of markup elements and attributes for building the user interface of the complaint management system. You can create forms, tables, buttons, input fields, and other interactive components using HTML tags. CSS (Cascading Style Sheets) can be used to style and format the UI elements according to your college's branding and design guidelines.

Form Submission: HTML5 introduces new input types and attributes that enhance form handling. For example, you can use the <input type="email"> attribute to validate email addresses, <input type="tel"> for phone number validation, and <input type="date"> for selecting dates. Additionally, HTML5's <input type="file"> allows users to upload files (such as evidence or supporting documents for complaints).

Client-side Validation: HTML5 provides built-in form validation features that can be utilized to validate user inputs before submitting the form. You can use attributes like required, pattern, min, max, and more to enforce data validation rules. This helps ensure that the complaint data is accurate and complete before it is processed on the server.

Local Storage: HTML5 offers a local storage mechanism called the Web Storage API. You can leverage this feature to store temporary data on the client-side, such as form inputs or user preferences. Local storage can be useful for saving complaint drafts or preserving user input in case of accidental page refreshes.

Responsive Design: HTML5 supports responsive web design principles, allowing you to create a complaint management system that adapts to different screen sizes and devices.

This is particularly important considering that employees may access the system from various devices, including desktops, laptops, tablets, and smartphones.

Multimedia Support: HTML5 includes native support for multimedia elements, such as <audio> and <video>. You can utilize these tags to provide additional content, such as instructional videos, audio recordings, or multimedia evidence related to the complaints. This enhances the overall user experience and facilitates more effective complaint management.

Integration with Server-side Technologies: While HTML5 is primarily responsible for the user interface, you will also need server-side technologies to handle data processing, storage, and other backend operations. HTML5 can be easily integrated with server-side scripting languages like PHP, Python, or Java to handle form submissions, interact with databases, and perform other server-related tasks.

1.3.2 CSS

CSS (Cascading Style Sheets) is a key component for designing and styling the user interface of an employee complaint management system for a college. It allows us to control the visual presentation and layout of HTML elements. Here's an overview of how CSS can be utilized in our system:

Style Definition: CSS enables us to define styles for various HTML elements. We can select elements using tag names, class names, or IDs and apply styles to them. For example, We can define the font, color, background, padding, margin, and other visual properties for elements like buttons, forms, tables, and headings.

Responsive Design: CSS plays a crucial role in creating a responsive design for the complaint management system. Using media queries, We can define different styles for different screen sizes or devices. This allows our system to adapt its layout and appearance based on the user's device, ensuring a consistent and user-friendly experience across different platforms.

Layout and Positioning: CSS provides a wide range of techniques for controlling the layout and positioning of elements.We can use CSS properties like display, float, position, flexbox, and grid to arrange elements in columns, rows, grids, or custom layouts. This allows us to create a well-organized and visually pleasing interface for managing employee complaints.

Typography: CSS enables us to control the typography of our complaint management system. We can define font families, sizes, weights, line heights, and other typographic properties to ensure readability and visual consistency. Additionally, CSS3 introduces advanced typography features like web fonts and text effects that can enhance the overall design.

Color and Visual Effects: CSS allows us to specify colors and apply visual effects to elements. We can define color schemes, gradients, shadows, transitions, animations, and other effects to make the user interface more visually appealing and engaging. These visual enhancements can help create a positive user experience and convey the college's branding.

Accessibility: CSS can contribute to making your complaint management system accessible to users with disabilities. By adhering to accessibility best practices, such as using proper contrast ratios, providing clear focus indicators, and ensuring proper element hierarchy, you can make the system more inclusive and usable for individuals with visual impairments or other disabilities.

Browser Compatibility: CSS provides a way to handle different browser-specific styles and inconsistencies. CSS vendor prefixes and CSS feature detection techniques can be used to ensure that your complaint management system looks and behaves consistently across different web browsers.

By leveraging CSS effectively, we can create an intuitive, visually appealing, and responsive user interface for the employee complaint management system, enhancing the overall user experience and facilitating efficient complaint handling within the college environment.

1.3.3 Bootstrap

Bootstrap is a popular CSS framework that can be used effectively in developing an employee complaint management system for a college. It provides a robust set of pre-designed components, responsive grid system, and styling options that can accelerate development and enhance the user interface. Here's an overview of how Bootstrap can be utilized in such a system:

Responsive Grid System: Bootstrap offers a responsive grid system that allows you to create a responsive layout for your complaint management system. The grid system is based on a 12-column layout, making it easy to create responsive designs that adapt to different screen sizes. You can utilize the grid system to organize and align components, ensuring consistency and readability across various devices.

Pre-designed Components: Bootstrap provides a wide range of pre-designed components that can be used to build the user interface of the complaint management system. These components include buttons, forms, tables, alerts, modals, dropdowns, navigation bars, and more. By leveraging these components, you can save development time and ensure a consistent and visually appealing design throughout the system.

Customizable Styling: Bootstrap allows you to customize the styling of its components to match your college's branding and design guidelines. You can modify colors, typography, spacing, borders, and other visual properties using CSS classes or by overriding Bootstrap's default styles. This ensures that the complaint management system reflects the college's visual identity.

Responsive Utilities: Bootstrap offers a set of responsive utility classes that can be used to control the visibility, positioning, and behavior of elements based on different screen sizes. These utilities allow you to create responsive layouts and adapt the presentation of content according to the device being used. For example, you can hide or show certain elements on specific screen sizes, or adjust the column layout dynamically.

Form Validation and Feedback: Bootstrap includes form validation styles and feedback components that can enhance the user experience when submitting complaints. You can utilize Bootstrap's CSS classes to display validation errors, success messages, and other feedback to users when they interact with the complaint submission form. This helps in providing clear and intuitive feedback to users, improving the usability of the system.

Responsive Navigation: Bootstrap provides a responsive navigation component, called the navbar, that can be used to create a mobile-friendly navigation menu. The navbar automatically collapses into a hamburger menu on smaller screens, optimizing the navigation experience for mobile users. This is particularly useful when accessing the complaint management system from smartphones or tablets.

Cross-browser Compatibility: Bootstrap is designed to be compatible with a wide range of web browsers, ensuring consistent rendering and functionality across different platforms. It takes care of browser-specific inconsistencies and provides a consistent experience for users regardless of the browser they are using.

1.3.4 Javascript

JavaScript is a powerful programming language that can be used to enhance the functionality and interactivity of an employee complaint management system for a college. Here's an overview of how JavaScript can be utilized in such a system:

Form Validation: JavaScript can be used to perform client-side form validation before submitting the complaint data to the server. You can write JavaScript functions to validate input fields, such as ensuring required fields are filled, validating email addresses or phone numbers, and checking the format of data entered by users. This helps in providing instant feedback to users and reducing the number of invalid submissions.

Dynamic Content: JavaScript enables you to dynamically update the content of the complaint management system without requiring a page reload. For example, you can use JavaScript to load additional details or information based on user actions, such as fetching and displaying complaint history, dynamically populating dropdown options, or updating the UI in real-time based on system events.

AJAX and Server Communication: JavaScript's AJAX (Asynchronous JavaScript and XML) capabilities allow you to send and receive data from the server without reloading the entire page. This can be useful in scenarios where you need to fetch or update complaint data from the server in the background, without interrupting the user's workflow. You can use AJAX to submit complaint forms, retrieve complaint status updates, or perform other asynchronous operations.

Event Handling: JavaScript enables you to respond to user interactions and system events. You can attach event handlers to various elements of the complaint management system, such as buttons, dropdowns, or form fields, and execute JavaScript code when these events occur. This allows you to create interactive features like showing/hiding content, displaying notifications, or performing specific actions based on user actions.

Data Manipulation and Processing: JavaScript provides powerful built-in functions and libraries for manipulating and processing data. You can use JavaScript to sort and filter complaint data, perform calculations or data transformations, and generate dynamic reports or visualizations based on the collected data. This can help in analyzing complaint patterns, generating statistics, or providing insights into the system's performance.

Client-side Storage: JavaScript offers mechanisms for client-side storage, such as the Web Storage API and the newer IndexedDB API. You can utilize these APIs to store complaint-related data locally, allowing for offline access, temporary data storage, or caching of frequently accessed information. This can enhance the system's performance and provide a smoother user experience.

Integration with APIs and Services: JavaScript can be used to integrate the complaint management system with external APIs or services.

1.3.5 PHP

PHP (Hypertext Preprocessor) is a widely used server-side scripting language that can be utilized to develop the backend functionality of an employee complaint management system for a college. Here's an overview of how PHP can be used in such a system:

Server-side Processing: PHP is primarily used for server-side processing, which means it can handle the processing and storage of complaint data on the server. PHP can receive data submitted from complaint forms, perform server-side validation, and interact with databases or other external systems to store and retrieve complaint-related information.

Form Handling and Validation: PHP can handle form submissions and process the data received from the complaint submission forms. It can perform server-side validation to ensure the integrity and validity of the submitted data, checking for required fields, data formats, and any other specific validation rules. PHP can provide feedback to users in case of errors or successful form submissions.

Database Integration: PHP can interact with databases, such as MySQL or PostgreSQL, to store and retrieve complaint data. It can establish database connections, execute SQL queries, insert new records, update existing data, and retrieve information for displaying complaints or generating reports. PHP's database integration capabilities allow you to persistently store complaint data and perform efficient data retrieval operations.

User Authentication and Access Control: PHP can handle user authentication and access control for the complaint management system. It can integrate with user databases or external authentication services to authenticate users, manage user sessions, and enforce access control rules. PHP can ensure that only authorized users can access the complaint system and perform specific actions based on their roles or permissions.

Email Notifications: PHP can be used to send email notifications to relevant parties involved in the complaint management process. It can integrate with email libraries or services to compose and send automated email notifications to complainants, administrators, or other stakeholders. PHP can facilitate communication and keep users informed about the progress of their complaints.

File Management: PHP can handle file uploads and file management related to complaints. It can receive uploaded files from users, validate file types and sizes, and store them in a designated location on the server. PHP can also manage file attachments associated with complaints, allowing users to provide supporting documents or evidence when submitting complaints.

Reporting and Analytics: PHP can generate dynamic reports and provide statistical analysis based on complaint data. It can process and aggregate data from the database, apply calculations or filters, and generate reports or visualizations using libraries or frameworks. PHP can help generate insights, identify trends, and provide administrators with actionable information about the complaint management system.

1.3.6 SQL

SQL (Structured Query Language) is a standard language for managing relational databases, and it can be used effectively in the development of an employee complaint management system for a college. Here's an overview of how SQL can be utilized in such a system:

Database Design: SQL is used to define the structure of the complaint management system's database. You can create tables to store complaint data, including fields for complainant information, complaint details, status, timestamps, and any other relevant information. SQL allows you to define relationships between tables, such as linking complaints to specific employees or departments.

Data Manipulation: SQL provides powerful commands for manipulating data within the database. You can use SQL statements like INSERT, UPDATE, and DELETE to add, modify, or remove complaint data. For example, you can insert new complaints into the database when they are submitted, update the status of complaints as they are processed, or delete resolved complaints from the system.

Data Retrieval: SQL allows you to query the database and retrieve complaint data based on specific criteria. You can use SQL's SELECT statement to filter and retrieve complaints based on various parameters, such as complainant name, complaint status, department, or time range. SQL queries enable you to fetch the relevant data for displaying complaints to users or generating reports.

Sorting and Filtering: SQL provides the ORDER BY clause, which allows you to sort complaint data based on specific columns, such as complaint dates, priority, or department. Additionally, you can use the WHERE clause to filter complaints based on specific conditions, such as open complaints or complaints assigned to a particular department. SQL's sorting and filtering capabilities facilitate efficient data retrieval and presentation.

Data Aggregation and Analysis: SQL supports various aggregate functions like COUNT, SUM, AVG, MIN, and MAX, which allow you to perform calculations and generate summary statistics based on complaint data. You can use these functions to obtain information such as the total number of complaints, average resolution time, or the department with the highest number of complaints. SQL's aggregation capabilities enable you to analyze and derive insights from the complaint data.

Data Integrity and Constraints: SQL provides mechanisms for enforcing data integrity within the database. You can define constraints such as primary keys, foreign keys, unique constraints, and check constraints to ensure data accuracy and consistency. For example, you can use foreign keys to establish relationships between tables, ensuring that a complaint is linked to a valid employee or department in the system.

Database Management: SQL allows you to manage the database itself, including tasks like creating backups, restoring data, optimizing performance, and ensuring data security.

You can execute SQL statements for tasks such as creating database backups at regular intervals, optimizing database indexes for improved query performance, or implementing security measures like user authentication and access control.

1.4 Project goal and Scope

The goal of the employee complaint management system for a college is to provide a centralized and efficient platform for employees to submit, track, and resolve complaints. The system aims to streamline the complaint handling process, improve communication between employees and relevant stakeholders, and ensure timely resolution of issues. It should enhance transparency, accountability, and overall satisfaction among employees.

Project Scope: The scope of the employee complaint management system includes the following key aspects:

Complaint Submission: The system should allow employees to submit complaints electronically, providing a user-friendly interface to enter complaint details, attach relevant files or documents, and specify the nature and urgency of the complaint.

Complaint Tracking and Status Updates: The system should enable employees to track the progress of their complaints, providing real-time updates on the status, assigned personnel, and estimated resolution time. Employees should be able to receive notifications or access a dashboard to stay informed about their complaints.

Workflow and Assignment: The system should facilitate the workflow of complaints, allowing administrators or designated personnel to assign complaints to the appropriate departments or individuals responsible for resolution. It should provide an interface for assigning, reassigning, prioritizing, and escalating complaints as necessary.

Communication and Collaboration: The system should include features for seamless communication and collaboration between employees, administrators, and other stakeholders involved in the complaint resolution process. This may include internal messaging, email notifications, or chat functionality to facilitate clear and timely communication.

Reporting and Analytics: The system should provide reporting capabilities to generate statistical reports, metrics, and analytics related to the complaint data. This can help identify trends, track performance, and generate insights for process improvement and decision-making.

Data Security and Privacy: The system should ensure the security and privacy of complaint data, implementing measures such as user authentication, access control, encryption of sensitive information, and adherence to relevant data protection regulations.

Integration and Scalability: The system should be designed to integrate with existing college systems, such as employee directories or databases, to retrieve relevant employee information. It should also be scalable to accommodate the growing number of employees and complaints as the college expands.

It's important to note that the specific features, functionalities, and customization of the complaint management system may vary depending on the college's requirements, resources, and constraints. Regular feedback and consultation with stakeholders, including employees and administrators, should be considered to align the project's goals and scope with the needs of the college and its employees.

CHAPTER 2

LITERATURE REVIEW

[1] Assessing the Impact of complaint management system in Hospitality Organization in Egypt: A customer-organization perspective by **Ashraf Tag-Eldeen.** The objectives of this research are to investigate the concept of complaints management, its significance, and to address the different approaches of implementing and dealing with the concept in hospitality operations in Egypt. The methodology employed for this research used both primary and secondary sources. The secondary data provided the theoretical framework for the research via a comprehensive literature review. The primary qualitative data were collected via semi-structured interviews over the phone addressing the different stages, issues, and approaches of complaints management system.

[2] The effectiveness of public service complaint management processes in contexts of autocratic goverance: the case of Brunei Darussalam by **Rosdi Abdul Aziz**. Almost inevitably on occasions, purchasers, customers or users of services will be so dissatisfied with the quality or experience of procurement that they will feel driven to make a complaint. Whether in relation to public or private sector organisations, complaints can provide suppliers with valuable feedback information about their services which may help to inform and direct improvements more generally as well as in relation to the particular case and circumstances. This aim of this study has been to examine complaint management within a public governmental organization – and particularly within such an organization in an autocratic state context.

[3]Managing international distributors' complaint by **Amparo Kuster-Bolunda, N-vila,I.**Kuster Purpose Complaint management is at the heart of customer relationship management. While many studies have analyzed a client's complaint behavior in business-to-business (B2B) relationships, there is a lack of research in the study of complaints by distributors from different countries. The purpose of this paper is to explain the following two main objectives: to analyze if the complaint management strategy of a manufacturer varies depending on the type of international distributor used (indirect exporters, direct exporters and commercial subsidiaries

[4]Service Failure and complaint management in higher education institutions by **Steven Kayambazinthu** This study analyzed service failure and complaints management in higher education institutions. A quantitative, descriptive, and cross-sectional study was undertaken using 430 full-time students across three public universities in South Africa. The findings of this study showed that students encounter various forms of service failures in institutions of higher learning with the majority experiencing service failures in respect of funding and academic registration.

[5] Student complaint behavior in higher education institutions by **C. Millward.** Universities in the English higher education sector are increasingly concerned about the impact of students' complaints. The focus on the students' perspective is supported by illustrative comments from complainants' online interviews.

CHAPTER 3

IMPLEMENTATION

3.1 Implementation

3.1.1 Workflow

The workflow for an employee complaint management system in a college typically involves several steps to ensure a systematic and efficient handling of complaints. Here is a general workflow that you can adapt to suit the specific needs of your college:

3.1.1.1 Complaint Submission:

An employee submits a complaint through the complaint management system.
The system captures essential details, such as the nature of the complaint, date of submission, and relevant attachments or supporting documents.

3.1.1.2 Initial Review and Assignment:

The complaint is assigned to the appropriate department or personnel responsible for handling it.
The assigned personnel reviews the complaint and assesses its urgency and severity.
If additional information is required, the assigned personnel may contact the employee for clarification or supporting evidence.

3.1.1.3 Investigation and Resolution:

The assigned personnel initiates an investigation into the complaint.
They gather relevant information, interview involved parties, and collect supporting evidence.
Based on the investigation, the assigned personnel proposes a resolution plan or course of action to address the complaint.

3.1.1.4 Approval and Escalation:

The proposed resolution plan may require approval from higher-level authorities or administrators.
If the complaint warrants escalation to a higher level, it is forwarded to the appropriate personnel or committee for further review and action.

3.1.1.5 Communication and Updates:

The complaint management system facilitates communication between the assigned personnel, administrators, and employees involved in the resolution process.
Regular updates are provided to the employee who submitted the complaint, keeping them informed of the progress and expected resolution timeframe.
The system may send notifications or reminders to ensure timely actions and follow-ups.

3.1.1.6 Resolution and Closure:

Once the resolution plan is approved or the higher-level review is completed, the assigned personnel implements the necessary actions to resolve the complaint.

The resolution may involve disciplinary actions, policy changes, process improvements, or other appropriate measures.

After the resolution, the complaint is marked as closed in the system, indicating that the complaint has been addressed and resolved.

3.1.1.7 Reporting and Analytics:

The complaint management system generates reports and analytics to track complaint trends, resolution times, and other relevant metrics.

These reports can provide insights into recurring issues, areas for improvement, and overall complaint management effectiveness.

It is essential to note that the workflow may vary depending on the specific processes and policies of your college. It is recommended to involve relevant stakeholders, such as HR personnel and administrators, in designing and refining the workflow to align it with the college's needs and requirements.

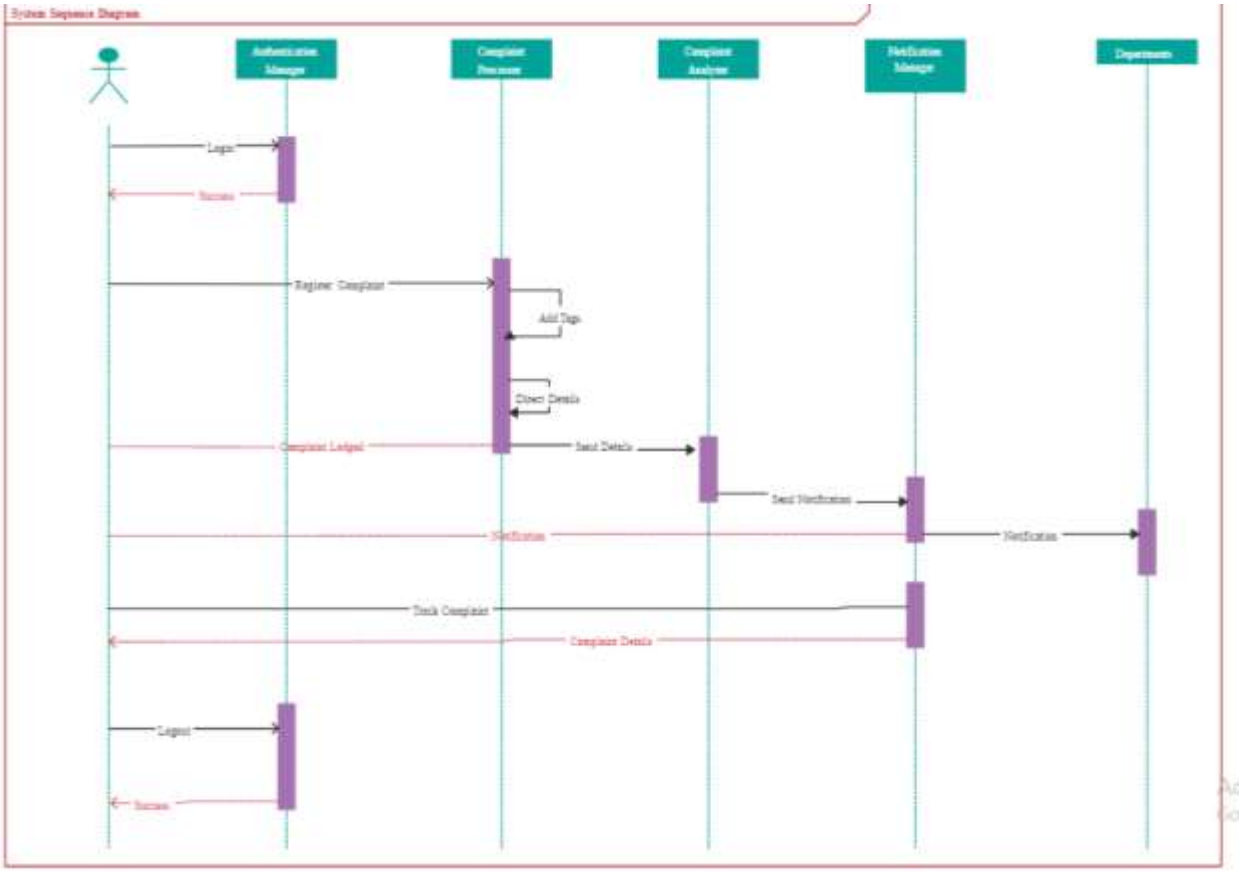


Fig 3.1

3.1.2 UML Diagram

In the Unified Modelling Language (UML), a use case diagram can summarize the details of your system's users (also known as actors) and their interactions with the system. To build one, you'll use a set of specialized symbols and connectors. An effective use case diagram can help your team discuss and represent, Scenarios in which your system or application interacts with people, organizations, or external systems, Goals that your system or application helps those entities (known as actors) achieve, The scope of our system.

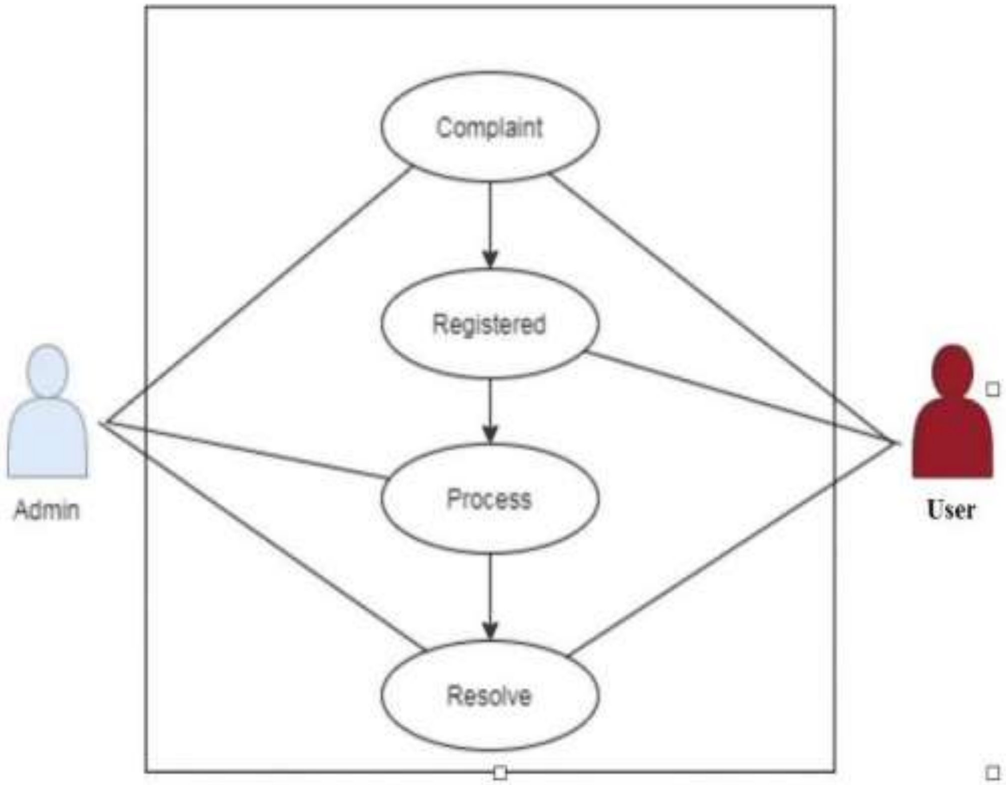


Fig 3.2

3.2 Portal Description

The implementation of ECMS portal is divided into three parts which includes:

1. Admin:-
    1.1 Login page
    1.2 Admin Dashboard
2. User:-
    2.1 User Registration
    2.2 User profile
    2.3. Register complaint
    2.4 User Dashboard
3. Database

3.2.1 Admin

The role of an admin in an employee complaint management system for a college is crucial for overseeing and managing the entire complaint resolution process. The admin is responsible for configuring and setting up the complaint management system, ensuring that it aligns with the college's specific requirements and workflows. This includes defining user roles, access permissions, escalation procedures, and other system settings. The admin manages user accounts within the complaint management system. The admin monitors the overall functioning of the complaint management system. In cases where complaints require higher-level review or approval, the admin facilitates the escalation process. They ensure that complaints are properly routed to the relevant individuals or committees for further assessment and decision-making. The admin is responsible for the maintenance and upkeep of the complaint management system.

3.2.1.1 Login Page

```
<?php
session_start();
error_reporting(0);
include("include/config.php");
if(isset($_POST['submit']))
{
    $username=$_POST['username'];
    $password=md5($_POST['password']);
$ret=mysqli_query($bd, "SELECT * FROM admin WHERE username='$username' and
password='$password'");
$num=mysqli_fetch_array($ret);
if($num>0)
{
$extra="change-password.php";//
$_SESSION['alogin']=$_POST['username'];
$_SESSION['id']=$num['id'];
$host=$_SERVER['HTTP_HOST'];
$uri=rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
header("location:http://$host$uri/$extra");
exit();
}
else
{
$_SESSION['errmsg']="Invalid username or password";
$extra="index.php";
$host  = $_SERVER['HTTP_HOST'];
$uri  = rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
header("location:http://$host$uri/$extra");
exit();
}
}
?>

<!DOCTYPE html>
<html lang="en">
<head>
    <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>CMS | Admin login</title>
    <link type="text/css" href="bootstrap/css/bootstrap.min.css"
rel="stylesheet">
    <link type="text/css" href="bootstrap/css/bootstrap-responsive.min.css"
rel="stylesheet">
    <link type="text/css" href="css/theme.css" rel="stylesheet">
    <link type="text/css" href="images/icons/css/font-awesome.css"
rel="stylesheet">
    <link type="text/css"
href='http://fonts.googleapis.com/css?family=Open+Sans:400italic,600italic,
400,600' rel='stylesheet'>
</head>
<body>

    <div class="navbar navbar-fixed-top">
        <div class="navbar-inner">
            <div class="container">
                <a class="btn btn-navbar" data-toggle="collapse" data-
target=".navbar-inverse-collapse">
                    <i class="icon-reorder shaded"></i>
                </a>
        <a class="brand" href="index.html">
         <img src="images/logo2.png" class="nav-avatar" />
          CMS | Admin
        </a>

        <div class="nav-collapse collapse navbar-inverse-collapse">

          <ul class="nav pull-right">

            <li><a href="http://localhost/Complaint Management
System/">

            Back to Portal

            </a></li>




          </ul>
        </div><!-- /.nav-collapse -->
      </div>
    </div><!-- /navbar-inner -->
  </div><!-- /navbar -->



  <div class="wrapper">
    <div class="container">
      <div class="row">
        <div class="module module-login span4 offset4">
          <form class="form-vertical" method="post">
            <div class="module-head">
              <h3>Sign In</h3>
            </div>
            <span style="color:red;" ><?php echo
htmlentities($_SESSION['errmsg']); ?><?php echo
htmlentities($_SESSION['errmsg']="");?></span>
            <div class="module-body">
              <div class="control-group">
                <div class="controls row-fluid">
                  <input class="span12" type="text"
id="inputEmail" name="username" placeholder="Username">
                </div>
              </div>
              <div class="control-group">
```

```
                                <div class="controls row-fluid">
                        <input class="span12" type="password"
id="inputPassword" name="password" placeholder="Password">
                                </div>
                            </div>
                        </div>
                        <div class="module-foot">
                            <div class="control-group">
                                <div class="controls clearfix">
                                    <button type="submit" class="btn btn-
primary pull-right" name="submit">Login</button>

                                </div>
                            </div>
                        </div>
                    </form>
                </div>
            </div>
        </div>
    </div><!--/.wrapper-->

    <div class="footer">
        <div class="container">


            <b class="copyright">&copy; 2023 CMS THDC-IHET </b> All rights
reserved.
        </div>
    </div>
    <script src="scripts/jquery-1.9.1.min.js"
type="text/javascript"></script>
    <script src="scripts/jquery-ui-1.10.1.custom.min.js"
type="text/javascript"></script>
    <script src="bootstrap/js/bootstrap.min.js"
type="text/javascript"></script>
</body>
```

3.2.1.2 Admin Dashboard

```
<?php
session_start();
error_reporting(0);
include("include/config.php");
if(isset($_POST['submit']))
```

```
{
    $username=$_POST['username'];
    $password=md5($_POST['password']);
$ret=mysqli_query($bd, "SELECT * FROM admin WHERE username='$username' and
password='$password'");
$num=mysqli_fetch_array($ret);
if($num>0)
{
$extra="change-password.php";//
$_SESSION['alogin']=$_POST['username'];
$_SESSION['id']=$num['id'];
$host=$_SERVER['HTTP_HOST'];
$uri=rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
header("location:http://$host$uri/$extra");
exit();
}
else
{
$_SESSION['errmsg']="Invalid username or password";
$extra="index.php";
$host  = $_SERVER['HTTP_HOST'];
$uri  = rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
header("location:http://$host$uri/$extra");
exit();
}
}
?>

<!DOCTYPE html>
<html lang="en">
<head>
    <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>CMS | Admin login</title>
    <link type="text/css" href="bootstrap/css/bootstrap.min.css"
rel="stylesheet">
    <link type="text/css" href="bootstrap/css/bootstrap-responsive.min.css"
rel="stylesheet">
    <link type="text/css" href="css/theme.css" rel="stylesheet">
    <link type="text/css" href="images/icons/css/font-awesome.css"
rel="stylesheet">
    <link type="text/css"
href='http://fonts.googleapis.com/css?family=Open+Sans:400italic,600italic,
400,600' rel='stylesheet'>
</head>
```

```
<body>

    <div class="navbar navbar-fixed-top">
        <div class="navbar-inner">
            <div class="container">
                <a class="btn btn-navbar" data-toggle="collapse" data-
target=".navbar-inverse-collapse">
                    <i class="icon-reorder shaded"></i>
                </a>

                <a class="brand" href="index.html">
                  <img src="images/logo2.png" class="nav-avatar" />
                    CMS | Admin
                </a>

                <div class="nav-collapse collapse navbar-inverse-collapse">

                    <ul class="nav pull-right">

                        <li><a href="http://localhost/Complaint Management
System/">

                        Back to Portal

                        </a></li>




                    </ul>
                </div><!-- /.nav-collapse -->
            </div>
        </div><!-- /navbar-inner -->
    </div><!-- /navbar -->



    <div class="wrapper">
        <div class="container">
            <div class="row">
                <div class="module module-login span4 offset4">
                    <form class="form-vertical" method="post">
                        <div class="module-head">
                            <h3>Sign In</h3>
                        </div>
                        <span style="color:red;" ><?php echo 
htmlentities($_SESSION['errmsg']); ?><?php echo 
htmlentities($_SESSION['errmsg']="");?></span>
                        <div class="module-body">
                            <div class="control-group">
                                <div class="controls row-fluid">
                                    <input class="span12" type="text" 
id="inputEmail" name="username" placeholder="Username">
                                </div>
                            </div>
                            <div class="control-group">
                                <div class="controls row-fluid">
                        <input class="span12" type="password" 
id="inputPassword" name="password" placeholder="Password">
                                </div>
                            </div>
                        </div>
                        <div class="module-foot">
                            <div class="control-group">
                                <div class="controls clearfix">
                                    <button type="submit" class="btn btn-
primary pull-right" name="submit">Login</button>
                                    
                                </div>
                            </div>
                        </div>
                    </form>
                </div>
            </div>
        </div>
    </div><!--/.wrapper-->

    <div class="footer">
        <div class="container">


            <b class="copyright">&copy; 2023 CMS THDC-IHET </b> All rights 
reserved.
        </div>
    </div>
    <script src="scripts/jquery-1.9.1.min.js" 
type="text/javascript"></script>
    <script src="scripts/jquery-ui-1.10.1.custom.min.js" 
type="text/javascript"></script>
```

```
    <script src="bootstrap/js/bootstrap.min.js"
type="text/javascript"></script>
</body>
```

3.2.2 User

In an employee complaint management system for a college, users play an important role in submitting complaints, providing relevant information, and actively participating in the complaint resolution process. By fulfilling their role within the employee complaint management system, users contribute to the effectiveness and efficiency of the complaint resolution process, ensuring that their concerns are properly addressed and resolved.

3.2.2.1 User Registration

```
<?php
include('includes/config.php');
error_reporting(0);
if(isset($_POST['submit']))
{
    $fullname=$_POST['fullname'];
    $email=$_POST['email'];
    $password=md5($_POST['password']);
    $contactno=$_POST['contactno'];
    $status=1;
    $query=mysqli_query($bd, "insert into
users(fullName,userEmail,password,contactNo,status)
values('$fullname','$email','$password','$contactno','$status')");
    $msg="Registration successfull. Now You can login !";
}
?>

<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template,
Theme, Responsive, Fluid, Retina">

    <title>CMS | User Registration</title>
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet"
/>
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">
        <script>
function userAvailability() {
$("#loaderIcon").show();
jQuery.ajax({
url: "check_availability.php",
data:'email='+$("#email").val(),
type: "POST",
success:function(data){
$("#user-availability-status1").html(data);
$("#loaderIcon").hide();
},
error:function (){}
});
}
</script>
  </head>

  <body>
      <div id="login-page">
        <div class="container">

              <form class="form-login" method="post">
                <h2 class="form-login-heading">User Registration</h2>
                <p style="padding-left: 1%; color: green">
                    <?php if($msg){
echo htmlentities($msg);
                        }?>


                </p>
                <div class="login-wrap">
                 <input type="text" class="form-control" placeholder="Full
Name" name="fullname" required="required" autofocus>
                    <br>
                    <input type="email" class="form-control"
placeholder="Email" id="email" onBlur="userAvailability()" name="email"
required="required">
                     <span id="user-availability-status1" style="font-
size:12px;"></span>
                    <br>
                    <input type="password" class="form-control"
placeholder="Password" required="required" name="password"><br >
                     <input type="text" class="form-control" maxlength="10"
name="contactno" placeholder="Contact no" required="required" autofocus>
                    <br>

                    <button class="btn btn-theme btn-block"  type="submit"
name="submit" id="submit"><i class="fa fa-user"></i> Register</button>
                    <hr>

                    <div class="registration">
                        Already Registered<br/>
                        <a class="" href="index.php">
                           Sign in
                        </a>
                    </div>

                </div>



              </form>

        </div>
      </div>

    <!-- js placed at the end of the document so the pages load faster -->
    <script src="assets/js/jquery.js"></script>
    <script src="assets/js/bootstrap.min.js"></script>

    <!--BACKSTRETCH-->
    <!-- You can use an image of whatever size. This script will stretch to
fit in any screen size.-->
    <script type="text/javascript"
src="assets/js/jquery.backstretch.min.js"></script>
    <script>
        $.backstretch("assets/img/login-bg.jpg", {speed: 500});
    </script>


  </body>
</html>
```

3.2.2.2 User profile

```
<?php
session_start();
error_reporting(0);
include('includes/config.php');
if(strlen($_SESSION['login'])==0)
  {
header('location:index.php');
}
else{
date_default_timezone_set('Asia/Kolkata');
$currentTime = date( 'd-m-Y h:i:s A', time () );


if(isset($_POST['submit']))
{
$fname=$_POST['fullname'];
$contactno=$_POST['contactno'];
$address=$_POST['address'];
$state=$_POST['state'];
$country=$_POST['country'];
$pincode=$_POST['pincode'];
$query=mysqli_query($bd, "update users set
fullName='$fname',contactNo='$contactno',address='$address',State='$state',
country='$country',pincode='$pincode' where
userEmail='".$_SESSION['login']."'");
if($query)
{
$successmsg="Profile Successfully !!";
}
else
{
$errormsg="Profile not updated !!";
}
}
?>

<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, 
Theme, Responsive, Fluid, Retina">

    <title>CMS | User Change Password</title>

    <!-- Bootstrap core CSS -->
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <!--external css-->
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" 
/>
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
datepicker/css/datepicker.css" />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
daterangepicker/daterangepicker.css" />
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">

  </head>

  <body>

  <section id="container" >
     <?php include("includes/header.php");?>
      <?php include("includes/sidebar.php");?>
      <section id="main-content">
          <section class="wrapper">
            <h3><i class="fa fa-angle-right"></i> Profile info</h3>

            <!-- BASIC FORM ELELEMNTS -->
            <div class="row mt">
              <div class="col-lg-12">
                  <div class="form-panel">


                      <?php if($successmsg)
                      {?>
                      <div class="alert alert-success alert-dismissable">
                       <button type="button" class="close" data-
dismiss="alert" aria-hidden="true">&times;</button>
                      <b>Well done!</b> <?php echo 
htmlentities($successmsg);?></div>
                      <?php }?>

   <?php if($errormsg)
                      {?>
                      <div class="alert alert-danger alert-dismissable">
 <button type="button" class="close" data-dismiss="alert" aria-
hidden="true">&times;</button>
                      <b>Oh snap!</b> </b> <?php echo
htmlentities($errormsg);?></div>
                      <?php }?>
 <?php $query=mysqli_query($bd, "select * from users where
userEmail='".$_SESSION['login']."'");
 while($row=mysqli_fetch_array($query))
 {
 ?>

  <h4 class="mb"><i class="fa fa-user"></i>&nbsp;&nbsp;<?php echo
htmlentities($row['fullName']);?>'s Profile</h4>
    <h5><b>Last Updated at :</b>&nbsp;&nbsp;<?php echo
htmlentities($row['updationDate']);?></h5>
                      <form class="form-horizontal style-form"
method="post" name="profile" >

<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Full Name</label>
<div class="col-sm-4">
<input type="text" name="fullname" required="required" value="<?php echo
htmlentities($row['fullName']);?>" class="form-control" >
 </div>
<label class="col-sm-2 col-sm-2 control-label">User Email </label>
 <div class="col-sm-4">
<input type="email" name="useremail" required="required" value="<?php echo
htmlentities($row['userEmail']);?>" class="form-control" readonly>
</div>
 </div>


<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Contact</label>
 <div class="col-sm-4">
<input type="text" name="contactno" required="required" value="<?php echo
htmlentities($row['contactNo']);?>" class="form-control">
</div>
<label class="col-sm-2 col-sm-2 control-label">Address </label>
<div class="col-sm-4">
<textarea  name="address" required="required" class="form-control"><?php
echo htmlentities($row['address']);?></textarea>
</div>
</div>
```

```
<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">State</label>
<div class="col-sm-4">
<select name="state" required="required" class="form-control">
<option value="<?php echo htmlentities($row['State']);?>"><?php echo
htmlentities($st=$row['State']);?></option>
<?php $sql=mysqli_query($bd, "select stateName from state ");
while ($rw=mysqli_fetch_array($sql)) {
  if($rw['stateName']==$st)
  {
    continue;
  }
  else
  {
  ?>
  <option value="<?php echo htmlentities($rw['stateName']);?>"><?php echo
htmlentities($rw['stateName']);?></option>
<?php
}}
?>

</select>
</div>
<label class="col-sm-2 col-sm-2 control-label">Country </label>
<div class="col-sm-4">
<input type="text" name="country" required="required" value="<?php echo
htmlentities($row['country']);?>" class="form-control">
</div>
</div>


<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Pincode</label>
<div class="col-sm-4">
<input type="text" name="pincode" maxlength="6" required="required"
value="<?php echo htmlentities($row['pincode']);?>" class="form-control">
</div>
<label class="col-sm-2 col-sm-2 control-label">Reg Date </label>
<div class="col-sm-4">
<input type="text" name="regdate" required="required" value="<?php echo
htmlentities($row['regDate']);?>" class="form-control" readonly>
 </div>
</div>
```

```
<?php } ?>

                          <div class="form-group">
                           <div class="col-sm-10" style="padding-left:25%
">
<button type="submit" name="submit" class="btn btn-primary">Submit</button>
</div>
</div>

                          </form>
                          </div>
                          </div>
                          </div>



    </section>
      </section>
    <?php include("includes/footer.php");?>
  </section>

    <!-- js placed at the end of the document so the pages load faster -->
    <script src="assets/js/jquery.js"></script>
    <script src="assets/js/bootstrap.min.js"></script>
    <script class="include" type="text/javascript"
src="assets/js/jquery.dcjqaccordion.2.7.js"></script>
    <script src="assets/js/jquery.scrollTo.min.js"></script>
    <script src="assets/js/jquery.nicescroll.js"
type="text/javascript"></script>


    <!--common script for all pages-->
    <script src="assets/js/common-scripts.js"></script>

    <!--script for this page-->
    <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>

  <!--custom switch-->
  <script src="assets/js/bootstrap-switch.js"></script>

  <!--custom tagsinput-->
  <script src="assets/js/jquery.tagsinput.js"></script>

  <!--custom checkbox & radio-->
  <script type="text/javascript" src="assets/js/bootstrap-datepicker/js/bootstrap-datepicker.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-daterangepicker/date.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-daterangepicker/daterangepicker.js"></script>

  <script type="text/javascript" src="assets/js/bootstrap-inputmask/bootstrap-inputmask.min.js"></script>


  <script src="assets/js/form-component.js"></script>


  <script>
      //custom select box

      $(function(){
          $('select.styled').customSelect();
      });

  </script>

  </body>
</html>
<?php } ?>
```

3.2.2.3 Register Complaint

```
<?php
session_start();
error_reporting(0);
include('includes/config.php');
if(strlen($_SESSION['login'])==0)
  {
header('location:index.php');
}
else{

if(isset($_POST['submit']))
{
$uid=$_SESSION['id'];
$category=$_POST['category'];
$subcat=$_POST['subcategory'];
$complaintype=$_POST['complaintype'];
$state=$_POST['state'];
$noc=$_POST['noc'];
$complaintdetials=$_POST['complaindetails'];
$compfile=$_FILES["compfile"]["name"];



move_uploaded_file($_FILES["compfile"]["tmp_name"],"complaintdocs/".$_FILES
["compfile"]["name"]);
$query=mysqli_query($bd, "insert into
tblcomplaints(userId,category,subcategory,complaintType,state,noc,complaint
Details,complaintFile)
values('$uid','$category','$subcat','$complaintype','$state','$noc','$compl
aintdetials','$compfile')");

$sql=mysqli_query($bd, "select complaintNumber from tblcomplaints  order by
complaintNumber desc limit 1");
while($row=mysqli_fetch_array($sql))
{
 $cmpn=$row['complaintNumber'];
}
$complainno=$cmpn;
echo '<script> alert("Your complain has been successfully filled and your
complaintno is  "+"'.$complainno.'")</script>';
}
?>

<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template,
Theme, Responsive, Fluid, Retina">

    <title>CMS | User Register Complaint</title>

    <!-- Bootstrap core CSS -->
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <!--external css-->
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet"
/>
```

```
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-datepicker/css/datepicker.css" />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-daterangepicker/daterangepicker.css" />
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">
    <script>
      function getCat(val) {
        $.ajax({
        type: "POST",
        url: "getsubcat.php",
        data:'catid='+val,
        success: function(data){
          $("#subcategory").html(data);

        }
        });
      }
    </script>

  </head>

  <body>

  <section id="container" >
     <?php include("includes/header.php");?>
      <?php include("includes/sidebar.php");?>
      <section id="main-content">
          <section class="wrapper">
            <h3><i class="fa fa-angle-right"></i> Register Complaint</h3>

            <!-- BASIC FORM ELELEMNTS -->
            <div class="row mt">
              <div class="col-lg-12">
                  <div class="form-panel">


                      <?php if($successmsg)
                      {?>
                      <div class="alert alert-success alert-dismissable">
                       <button type="button" class="close" data-dismiss="alert" aria-hidden="true">&times;</button>
                      <b>Well done!</b> <?php echo htmlentities($successmsg);?></div>
                      <?php }?>
```

```
   <?php if($errormsg)
                      {?>
                      <div class="alert alert-danger alert-dismissable">
 <button type="button" class="close" data-dismiss="alert" aria-
hidden="true">&times;</button>
                      <b>Oh snap!</b> </b> <?php echo
htmlentities($errormsg);?></div>
                      <?php }?>

                      <form class="form-horizontal style-form"
method="post" name="complaint" enctype="multipart/form-data" >

<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Department</label>
<div class="col-sm-4">
<select name="category" id="category" class="form-control"
onChange="getCat(this.value);" required="">
<option value="">Select Department</option>
<?php $sql=mysqli_query($bd, "select id,categoryName from category ");
while ($rw=mysqli_fetch_array($sql)) {
  ?>
  <option value="<?php echo htmlentities($rw['id']);?>"><?php echo
htmlentities($rw['categoryName']);?></option>
<?php
}
?>
</select>
 </div>
<label class="col-sm-2 col-sm-2 control-label">Category </label>
 <div class="col-sm-4">
<select name="subcategory" id="subcategory" class="form-control" >
<option value="">Select Category</option>
</select>
</div>
 </div>




<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Complaint Type</label>
<div class="col-sm-4">
<select name="complaintype" class="form-control" required="">
                <option value=" Complaint"> Complaint</option>
```

```
                  <option value="General Query">General Query</option>
                </select>
</div>

<label class="col-sm-2 col-sm-2 control-label">State</label>
<div class="col-sm-4">
<select name="state" required="required" class="form-control">
<option value="">Select State</option>
<?php $sql=mysqli_query($bd, "select stateName from state ");
while ($rw=mysqli_fetch_array($sql)) {
  ?>
  <option value="<?php echo htmlentities($rw['stateName']);?>"><?php echo
htmlentities($rw['stateName']);?></option>
<?php
}
?>

</select>
</div>
</div>


<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Requested By</label>
<div class="col-sm-4">
<input type="text" name="noc" required="required" value="" required=""
class="form-control">
</div>

</div>

<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Complaint Details (max 2000
words) </label>
<div class="col-sm-6">
<textarea  name="complaindetails" required="required" cols="10" rows="10"
class="form-control" maxlength="2000"></textarea>
</div>
</div>
<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Complaint Related Doc(if
any) </label>
<div class="col-sm-6">
<input type="file" name="compfile" class="form-control" value="">
</div>
```

```
</div>



<div class="form-group">
  <div class="col-sm-10" style="padding-left:25% ">
    <button type="submit" name="submit" class="btn btn-
primary">Submit</button>
  </div>
</div>

                          </form>
                          </div>
                          </div>
                          </div>



    </section>
      </section>
    <?php include("includes/footer.php");?>
  </section>

    <!-- js placed at the end of the document so the pages load faster -->
    <script src="assets/js/jquery.js"></script>
    <script src="assets/js/bootstrap.min.js"></script>
    <script class="include" type="text/javascript"
src="assets/js/jquery.dcjqaccordion.2.7.js"></script>
    <script src="assets/js/jquery.scrollTo.min.js"></script>
    <script src="assets/js/jquery.nicescroll.js"
type="text/javascript"></script>


    <!--common script for all pages-->
    <script src="assets/js/common-scripts.js"></script>

    <!--script for this page-->
    <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>

  <!--custom switch-->
  <script src="assets/js/bootstrap-switch.js"></script>

  <!--custom tagsinput-->
  <script src="assets/js/jquery.tagsinput.js"></script>
  <!--custom checkbox & radio-->

  <script type="text/javascript" src="assets/js/bootstrap-
datepicker/js/bootstrap-datepicker.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/date.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/daterangepicker.js"></script>

  <script type="text/javascript" src="assets/js/bootstrap-
inputmask/bootstrap-inputmask.min.js"></script>


  <script src="assets/js/form-component.js"></script>


  <script>
      //custom select box

      $(function(){
          $('select.styled').customSelect();
      });

  </script>

  </body>
</html>
<?php } ?>
```

3.2.2.4 User Dashboard

```
<?php session_start();
error_reporting(0);
include('includes/config.php');
if(strlen($_SESSION['login'])==0)
  {
header('location:index.php');
}
else{ ?>

<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template,
Theme, Responsive, Fluid, Retina">

    <title>CMS | Dashboard</title>

    <!-- Bootstrap core CSS -->
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <!--external css-->
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet"
/>
    <link rel="stylesheet" type="text/css"
href="assets/css/zabuto_calendar.css">
    <link rel="stylesheet" type="text/css"
href="assets/js/gritter/css/jquery.gritter.css" />
    <link rel="stylesheet" type="text/css"
href="assets/lineicons/style.css">

    <!-- Custom styles for this template -->
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">

    <script src="assets/js/chart-master/Chart.js"></script>

    <!-- HTML5 shim and Respond.js IE8 support of HTML5 elements and media
queries -->
    <!--[if lt IE 9]>
      <script
src="https://oss.maxcdn.com/libs/html5shiv/3.7.0/html5shiv.js"></script>
      <script
src="https://oss.maxcdn.com/libs/respond.js/1.4.2/respond.min.js"></script>
    <![endif]-->
  </head>

  <body>

  <section id="container" >
<?php include("includes/header.php");?>
<?php include("includes/sidebar.php");?>
      <section id="main-content">
          <section class="wrapper">

              <div class="row">
```

```
                  <div class="col-lg-9 main-chart">


                    <div class="col-md-2 col-sm-2 box0">
                        <div>

                  </div></div>





                      <div class="col-md-2 col-sm-2 box0">
                        <div class="box1">
                  <span class="li_news"></span>
                                <?php

$rt = mysqli_query($bd, "SELECT * FROM tblcomplaints where
userId='".$_SESSION['id']."' and status is null");
$num1 = mysqli_num_rows($rt);
{?>
                  <h3><?php echo htmlentities($num1);?></h3>
                        </div>
                  <p><?php echo htmlentities($num1);?> Complaints not
Process yet</p>
                      </div>
                      <?php }?>


                      <div class="col-md-2 col-sm-2 box0">
                        <div class="box1">
                  <span class="li_news"></span>
                    <?php
  $status="in Process";
$rt = mysqli_query($bd, "SELECT * FROM tblcomplaints where
userId='".$_SESSION['id']."' and  status='$status'");
$num1 = mysqli_num_rows($rt);
{?>
                  <h3><?php echo htmlentities($num1);?></h3>
                        </div>
                  <p><?php echo htmlentities($num1);?> Complaints Status in
process</p>
                      </div>
  <?php }?>

                      <div class="col-md-2 col-sm-2 box0">
```

```
                                <div class="box1">
                        <span class="li_news"></span>
                              <?php
  $status="closed";
$rt = mysqli_query($bd, "SELECT * FROM tblcomplaints where
userId='".$_SESSION['id']."' and  status='$status'");
$num1 = mysqli_num_rows($rt);
{?>
                        <h3><?php echo htmlentities($num1);?></h3>
                                </div>
                        <p><?php echo htmlentities($num1);?> Complaint has been
closed</p>
                              </div>

<?php }?>


                          </div><!-- /row mt -->






          </section>
      </section>
<?php include("includes/footer.php");?>
  </section>

    <!-- js placed at the end of the document so the pages load faster -->
    <script src="assets/js/jquery.js"></script>
    <script src="assets/js/jquery-1.8.3.min.js"></script>
    <script src="assets/js/bootstrap.min.js"></script>
    <script class="include" type="text/javascript"
src="assets/js/jquery.dcjqaccordion.2.7.js"></script>
    <script src="assets/js/jquery.scrollTo.min.js"></script>
    <script src="assets/js/jquery.nicescroll.js"
type="text/javascript"></script>
    <script src="assets/js/jquery.sparkline.js"></script>


    <!--common script for all pages-->
    <script src="assets/js/common-scripts.js"></script>
    <script type="text/javascript"
src="assets/js/gritter/js/jquery.gritter.js"></script>
    <script type="text/javascript" src="assets/js/gritter-
conf.js"></script>

    <!--script for this page-->
    <script src="assets/js/sparkline-chart.js"></script>
  <script src="assets/js/zabuto_calendar.js"></script>
  </body>
</html>
<?php } ?>
```

3.2.3 Database

The database plays a crucial role in an employee complaint management system as it serves as the central repository for storing, organizing, and managing complaint-related data. The database is the backbone of an employee complaint management system, providing a reliable and efficient means of storing, retrieving, and managing complaint-related data. It enables effective complaint resolution, data analysis, and reporting, contributing to the overall functionality and success of the system.

```
-- phpMyAdmin SQL Dump
-- version 4.8.3
-- https://www.phpmyadmin.net/
--
-- Host: 127.0.0.1
-- Generation Time: May 08, 2020 at 04:17 PM
-- Server version: 10.1.37-MariaDB
-- PHP Version: 7.2.12

SET SQL_MODE = "NO_AUTO_VALUE_ON_ZERO";
SET AUTOCOMMIT = 0;
START TRANSACTION;
SET time_zone = "+00:00";


/*!40101 SET @OLD_CHARACTER_SET_CLIENT=@@CHARACTER_SET_CLIENT */;
/*!40101 SET @OLD_CHARACTER_SET_RESULTS=@@CHARACTER_SET_RESULTS */;
/*!40101 SET @OLD_COLLATION_CONNECTION=@@COLLATION_CONNECTION */;
/*!40101 SET NAMES utf8mb4 */;

--
-- Database: `cms`
```

```
--

-- --------------------------------------------------------

--
-- Table structure for table `admin`
--

CREATE TABLE `admin` (
  `id` int(11) NOT NULL,
  `username` varchar(250) NOT NULL,
  `password` varchar(250) NOT NULL,
  `updationDate` varchar(255) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

--
-- Dumping data for table `admin`
--

INSERT INTO `admin` (`id`, `username`, `password`, `updationDate`) VALUES
(1, 'admin', '21232f297a57a5a743894a0e4a801fc3', '08-05-2020 07:23:45 PM');

-- --------------------------------------------------------

--
-- Table structure for table `category`
--

CREATE TABLE `category` (
  `id` int(11) NOT NULL,
  `categoryName` varchar(255) NOT NULL,
  `categoryDescription` longtext NOT NULL,
  `creationDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `updationDate` varchar(255) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

-- --------------------------------------------------------

--
-- Table structure for table `complaintremark`
--

CREATE TABLE `complaintremark` (
  `id` int(11) NOT NULL,
  `complaintNumber` int(11) NOT NULL,
  `status` varchar(255) NOT NULL,
  `remark` mediumtext NOT NULL,
  `remarkDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

-- --------------------------------------------------------

--
-- Table structure for table `state`
--

CREATE TABLE `state` (
  `id` int(11) NOT NULL,
  `stateName` varchar(255) NOT NULL,
  `stateDescription` tinytext NOT NULL,
  `postingDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `updationDate` varchar(255) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

-- --------------------------------------------------------

--
-- Table structure for table `subcategory`
--

CREATE TABLE `subcategory` (
  `id` int(11) NOT NULL,
  `categoryid` int(11) NOT NULL,
  `subcategory` varchar(255) NOT NULL,
  `creationDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `updationDate` varchar(255) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

-- --------------------------------------------------------

--
-- Table structure for table `tblcomplaints`
--

CREATE TABLE `tblcomplaints` (
  `complaintNumber` int(11) NOT NULL,
  `userId` int(11) NOT NULL,

  -- dept
  `category` int(11) NOT NULL,
```

```sql
  -- category
  `subcategory` varchar(255) NOT NULL,
  `complaintType` varchar(255) NOT NULL,
  `state` varchar(255) NOT NULL,

  -- Requested by
  `noc` varchar(255) NOT NULL,
  `complaintDetails` mediumtext NOT NULL,
  `complaintFile` varchar(255) DEFAULT NULL,
  `regDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `status` varchar(50) DEFAULT NULL,
  `lastUpdationDate` timestamp NOT NULL DEFAULT '0000-00-00 00:00:00' ON
UPDATE CURRENT_TIMESTAMP
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

-- --------------------------------------------------------

--
-- Table structure for table `userlog`
--

CREATE TABLE `userlog` (
  `id` int(11) NOT NULL,
  `uid` int(11) NOT NULL,
  `username` varchar(255) NOT NULL,
  `userip` binary(16) NOT NULL,
  `loginTime` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `logout` varchar(255) NOT NULL,
  `status` int(11) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

--
-- Dumping data for table `userlog`
--

INSERT INTO `userlog` (`id`, `uid`, `username`, `userip`, `loginTime`,
`logout`, `status`) VALUES
(1, 0, 'john@gmail.com', 0x3a3a3100000000000000000000000000, '2020-05-08
14:14:43', '', 0),
(2, 1, 'john@gmail.com', 0x3a3a3100000000000000000000000000, '2020-05-08
14:14:50', '08-05-2020 07:44:51 PM', 1),
(3, 1, 'john@gmail.com', 0x3a3a3100000000000000000000000000, '2020-05-08
14:16:30', '', 1);
```

```
-- --------------------------------------------------------

--
-- Table structure for table `users`
--

CREATE TABLE `users` (
  `id` int(11) NOT NULL,
  `fullName` varchar(255) DEFAULT NULL,
  `userEmail` varchar(255) DEFAULT NULL,
  `password` varchar(255) DEFAULT NULL,
  `contactNo` bigint(11) DEFAULT NULL,

  -- to be removed
  -- `address` tinytext,
  -- `State` varchar(255) DEFAULT NULL,
  -- `country` varchar(255) DEFAULT NULL,
  -- `pincode` int(6) DEFAULT NULL,
  -- `userImage` varchar(255) DEFAULT NULL,
  -- end

  `regDate` timestamp NOT NULL DEFAULT CURRENT_TIMESTAMP,
  `updationDate` timestamp NOT NULL DEFAULT '0000-00-00 00:00:00' ON UPDATE
CURRENT_TIMESTAMP,
  `status` int(1) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

--
-- Dumping data for table `users`
--

INSERT INTO `users` (`id`, `fullName`, `userEmail`, `password`,
`contactNo`, `regDate`, `updationDate`, `status`) VALUES
(1, 'Dummy', 'dummy@gmail.com', '202cb962ac59075b964b07152d234b70',
9999999999, '2020-05-08 14:10:50', '2020-05-08 14:16:22', 1);

--
-- Indexes for dumped tables
--

--
-- Indexes for table `admin`
--
ALTER TABLE `admin`
  ADD PRIMARY KEY (`id`);
```

```
--
-- Indexes for table `category`
--
ALTER TABLE `category`
  ADD PRIMARY KEY (`id`);

--
-- Indexes for table `complaintremark`
--
ALTER TABLE `complaintremark`
  ADD PRIMARY KEY (`id`);

--
-- Indexes for table `state`
--
ALTER TABLE `state`
  ADD PRIMARY KEY (`id`);

--
-- Indexes for table `subcategory`
--
ALTER TABLE `subcategory`
  ADD PRIMARY KEY (`id`);

--
-- Indexes for table `tblcomplaints`
--
ALTER TABLE `tblcomplaints`
  ADD PRIMARY KEY (`complaintNumber`);

--
-- Indexes for table `userlog`
--
ALTER TABLE `userlog`
  ADD PRIMARY KEY (`id`);

--
-- Indexes for table `users`
--
ALTER TABLE `users`
  ADD PRIMARY KEY (`id`);

--
-- AUTO_INCREMENT for dumped tables
```

```
--

--
-- AUTO_INCREMENT for table `admin`
--
ALTER TABLE `admin`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=2;

--
-- AUTO_INCREMENT for table `category`
--
ALTER TABLE `category`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT;

--
-- AUTO_INCREMENT for table `complaintremark`
--
ALTER TABLE `complaintremark`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT;

--
-- AUTO_INCREMENT for table `state`
--
ALTER TABLE `state`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT;

--
-- AUTO_INCREMENT for table `subcategory`
--
ALTER TABLE `subcategory`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT;

--
-- AUTO_INCREMENT for table `tblcomplaints`
--
ALTER TABLE `tblcomplaints`
  MODIFY `complaintNumber` int(11) NOT NULL AUTO_INCREMENT;

--
-- AUTO_INCREMENT for table `userlog`
--
ALTER TABLE `userlog`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=4;

--
```

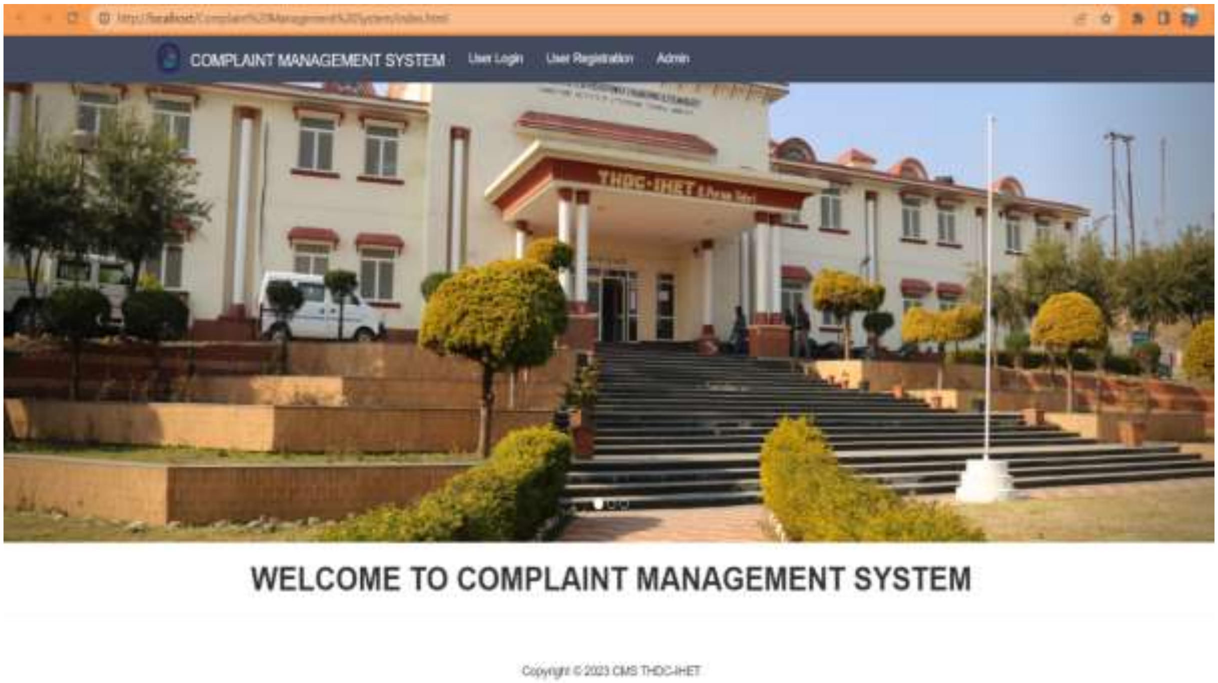
```
-- AUTO_INCREMENT for table `users`
--
ALTER TABLE `users`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=2;
COMMIT;

/*!40101 SET CHARACTER_SET_CLIENT=@OLD_CHARACTER_SET_CLIENT */;
/*!40101 SET CHARACTER_SET_RESULTS=@OLD_CHARACTER_SET_RESULTS */;
/*!40101 SET COLLATION_CONNECTION=@OLD_COLLATION_CONNECTION */;
```

CHAPTER 4

PROPOSED WORK

4.1 Index


http://localhost/Complaint%20Management%20System/index.html
COMPLAINT MANAGEMENT SYSTEM
User Login
User Registration
Admin
THDC-IHET

WELCOME TO COMPLAINT MANAGEMENT SYSTEM

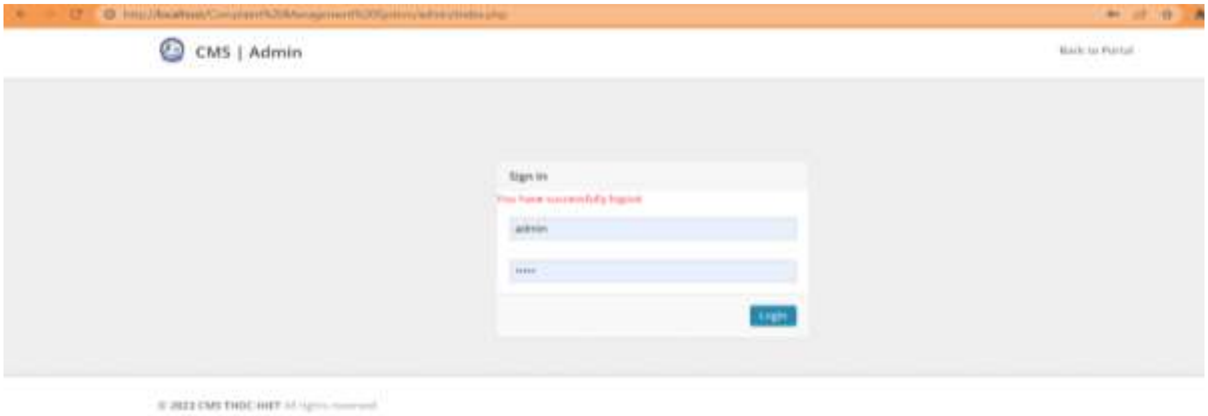
Copyright © 2023 CMS THDC-IHET

Fig.4.1 Homepage of ECMS

- In order for our application to work, we first navigate through homepage.
- In our application, we have two portals i.e Admin and User. In Admin, all the complaints of users are managed. On the other hand, User portal is used for registering the complaints.

4.2 Admin

4.2.1 Login Page


http://localhost/Complaint%20Management%20System/admin/index.php
CMS | Admin
Back to Portal
Sign in
Login
© 2023 CMS THDC IHET All rights reserved

You have successfully logout

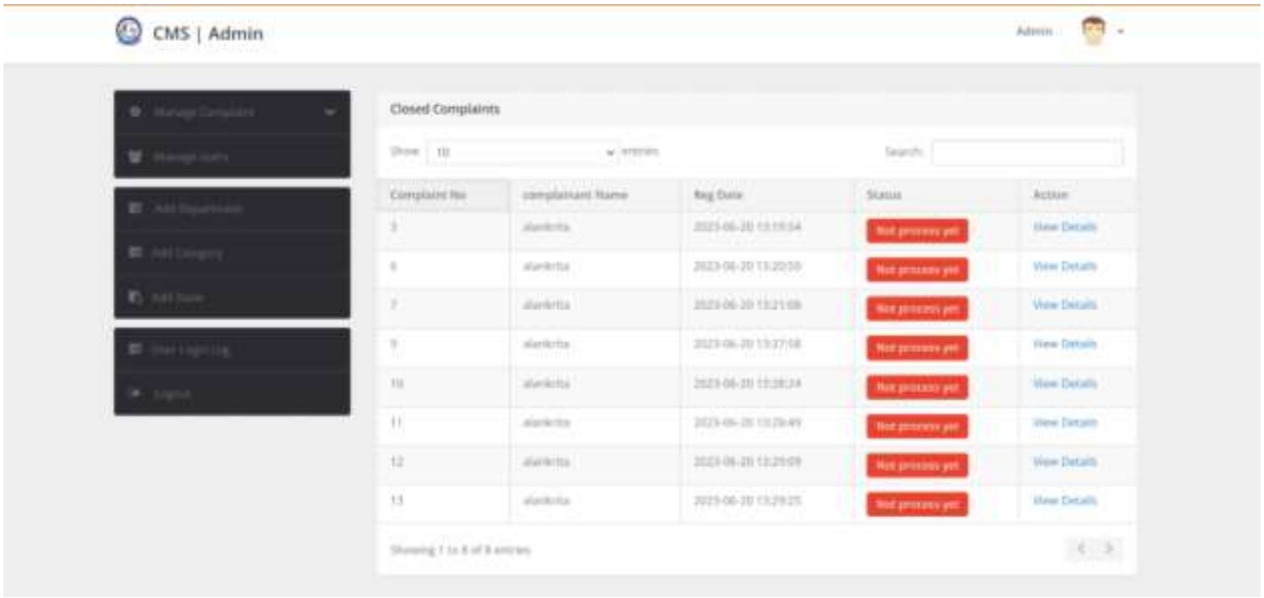
admin

•••••

Fig. 4.2 Login page

- ➢ Admin can login through this page using his/her credentials.

4.2.2 Admin Dashboard



Closed Complaints

Show 10 entries Search:

Complaint No	complainant Name	Reg Date	Status	Action
3	alankrita	2023-06-20 13:19:54	Not process yet	View Details
6	alankrita	2023-06-20 13:20:50	Not process yet	View Details
7	alankrita	2023-06-20 13:21:08	Not process yet	View Details
9	alankrita	2023-06-20 13:27:08	Not process yet	View Details
10	alankrita	2023-06-20 13:28:24	Not process yet	View Details
11	alankrita	2023-06-20 13:28:49	Not process yet	View Details
12	alankrita	2023-06-20 13:29:09	Not process yet	View Details
13	alankrita	2023-06-20 13:29:25	Not process yet	View Details

Showing 1 to 8 of 8 entries

Fig 4.3 Admin dashboard

- ➢ This dashboard represents all the complaints registered by different user and according to it complaints are processed by the admin.

4.3 User

4.3.1 User registration

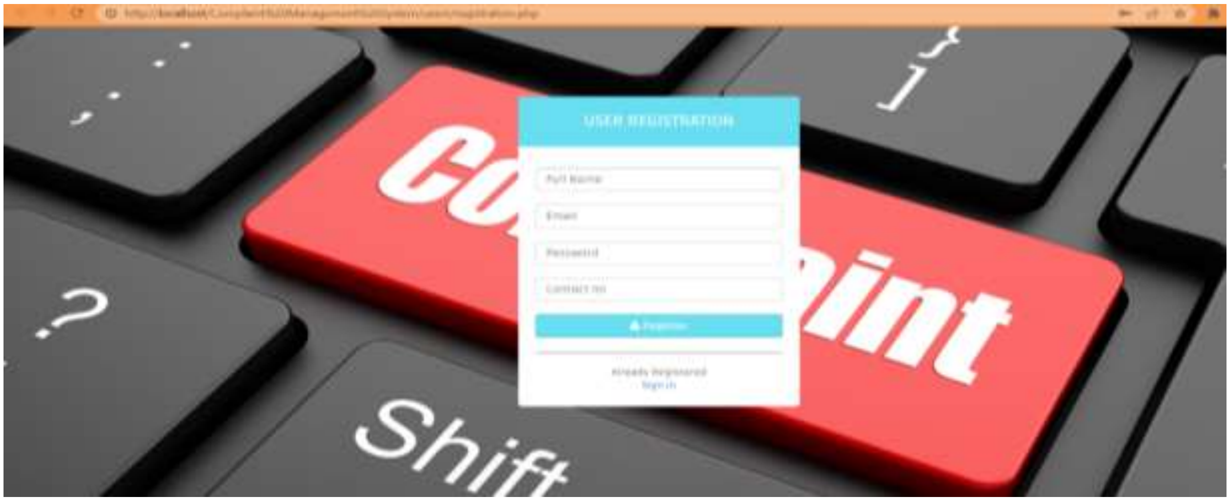
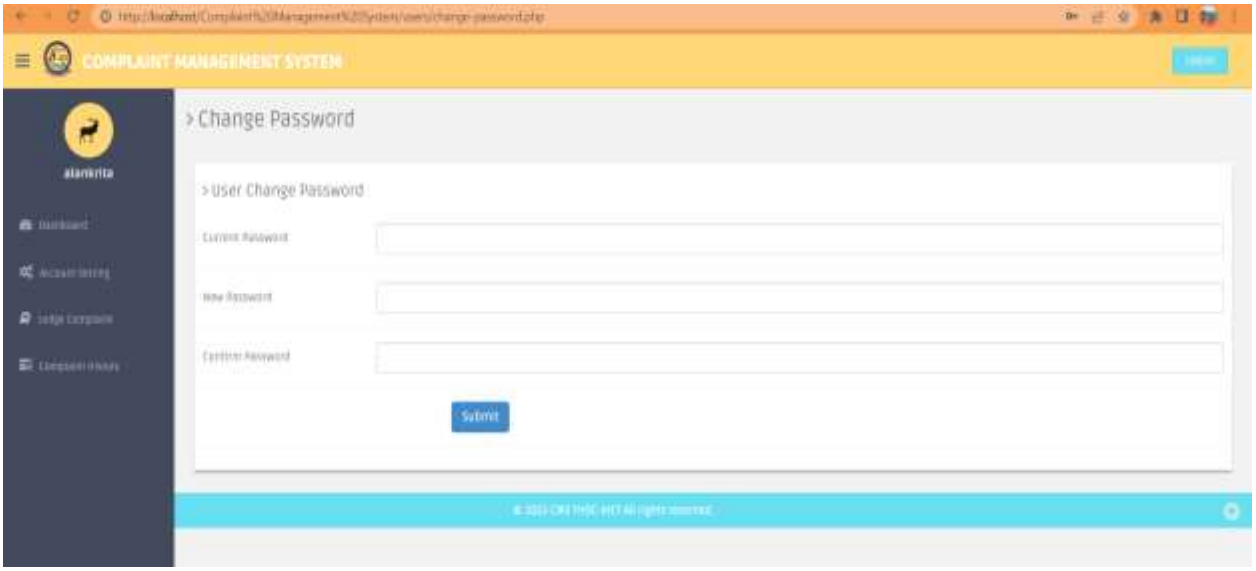


Fig 4.4 User registration

➢ This page is used for new user registration.

4.3.2 User profile



> Change Password

> User Change Password

Current Password

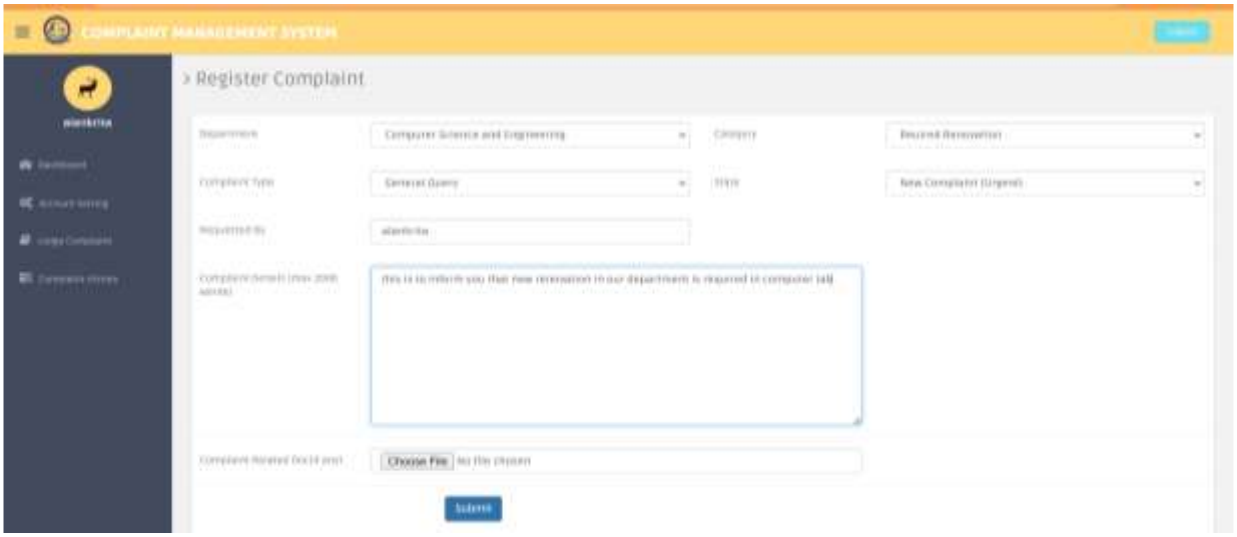
New Password

Confirm Password

Fig 4.5 User profile

➢ After the registration is completed , now user can directly manage their account using user profile page.

4.3.3 Register complaint



> Register Complaint

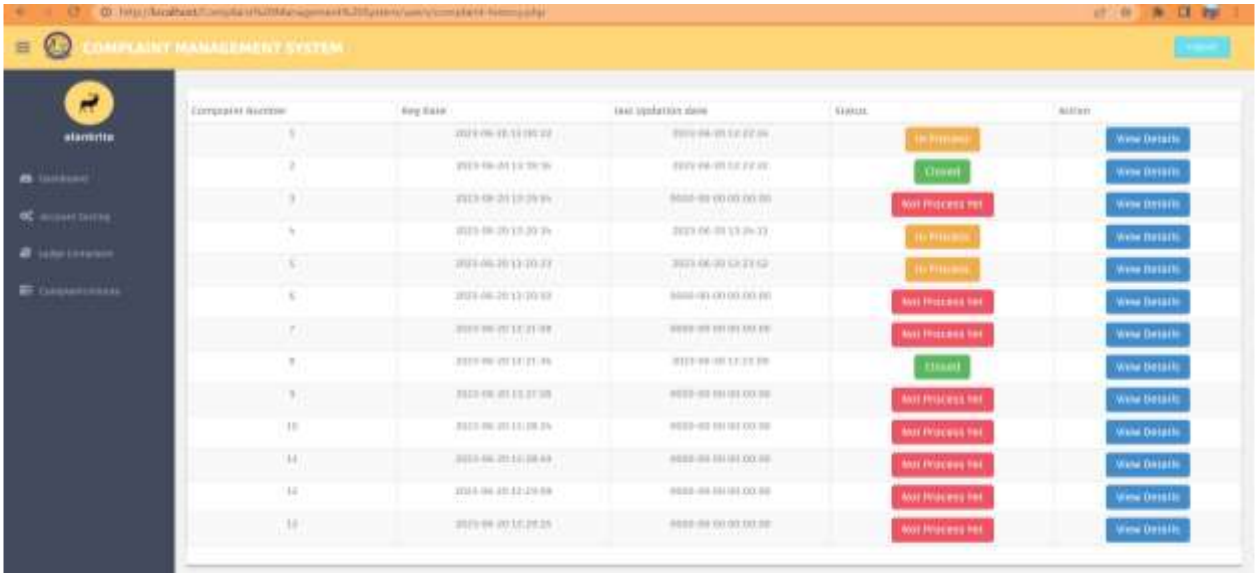
Department	Computer Science and Engineering	Category	Desired Renovation
Complaint Type	General Query	State	New Complaint (Urgent)
Requested By	alankrita		
Complaint Details (max 2000 words)	this is to inform you that new renovation in our department is required in computer lab		
Complaint Related Doc(if any)	Choose File No file chosen		

Submit

Fig 4.6 Register complaint

- ➢ Here, user can register their complaints according to the concerned department.

4.3.4 User Dashboard



Complaint Number	Reg Date	last Updation date	Status	Action
1	[illegible]	[illegible]	In Process	View Details
2	[illegible]	[illegible]	Closed	View Details
3	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
4	[illegible]	[illegible]	In Process	View Details
5	[illegible]	[illegible]	In Process	View Details
6	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
7	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
8	[illegible]	[illegible]	Closed	View Details
9	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
10	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
11	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
12	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details
13	[illegible]	0000-00-00 00:00:00	Not Process Yet	View Details

Fig 4.6 User dashboard

- ➢ This gives a brief summary of all registered complaints by different users and their status.

4.4 Database

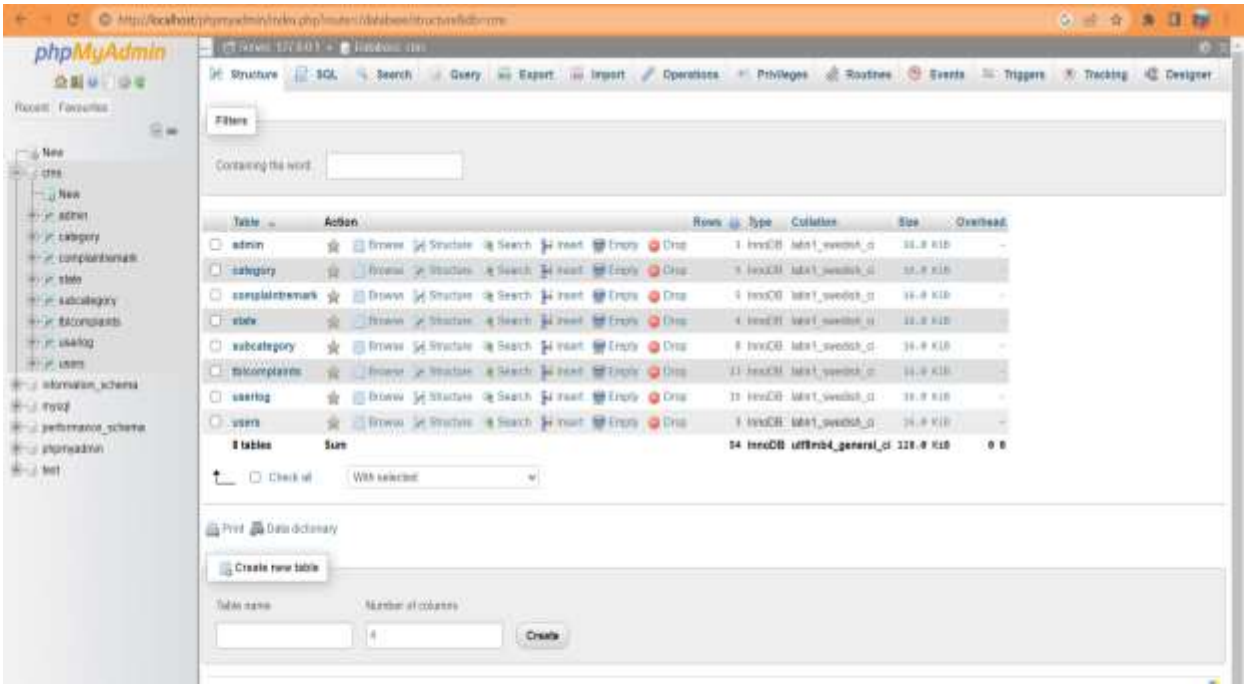


Table	Action	Rows	Type	Collation	Size	Overhead
admin	Browse Structure Search Insert Empty Drop	1	InnoDB	latin1_swedish_ci	16.0 KiB	-
category	Browse Structure Search Insert Empty Drop	9	InnoDB	latin1_swedish_ci	16.0 KiB	-
complaintremark	Browse Structure Search Insert Empty Drop	5	InnoDB	latin1_swedish_ci	16.0 KiB	-
state	Browse Structure Search Insert Empty Drop	4	InnoDB	latin1_swedish_ci	16.0 KiB	-
subcategory	Browse Structure Search Insert Empty Drop	8	InnoDB	latin1_swedish_ci	16.0 KiB	-
tblcomplaints	Browse Structure Search Insert Empty Drop	11	InnoDB	latin1_swedish_ci	16.0 KiB	-
userlog	Browse Structure Search Insert Empty Drop	15	InnoDB	latin1_swedish_ci	16.0 KiB	-
users	Browse Structure Search Insert Empty Drop	1	InnoDB	latin1_swedish_ci	16.0 KiB	-
8 tables	Sum	54	InnoDB	utf8mb4_general_ci	128.0 KiB	0 B

Fig 4.7 Database

- It include all the tables associated with ECMS.

CHAPTER 5

SUMMARY AND CONCLUSIONS

5.1 Purpose of Application

The purpose of an employee complaint management system is to provide a structured and efficient process for employees to raise their concerns, issues, or complaints within an organization. Here are the key purposes of implementing an employee complaint management system:

- **Facilitate Employee Feedback:** The system serves as a platform for employees to express their concerns, grievances, or suggestions regarding various aspects of their work environment, policies, or interactions with colleagues or superiors.

- **Transparent and Fair Resolution:** The system ensures that complaints are handled in a fair, consistent, and transparent manner. It establishes a structured process for investigating and resolving complaints, ensuring that all parties involved are treated equitably.

- **Enhance Communication:** The system promotes effective communication between employees and the appropriate personnel responsible for handling complaints. It provides a channel for employees to share their issues and facilitates two-way communication throughout the complaint resolution process.

- **Promote Accountability:** By capturing and tracking complaints in a systematic manner, the system helps hold individuals or departments accountable for their actions or behaviors that lead to employee dissatisfaction or harm.

- **Identify Systemic Issues:** The system allows for the identification of recurring or systemic issues within the organization by analyzing complaint data. This enables administrators to address root causes and implement corrective measures to improve organizational practices or policies.

- **Mitigate Legal and Reputational Risks:** By providing a formal and documented process for addressing complaints, the system helps organizations mitigate legal risks and protect their reputation. It demonstrates a commitment to addressing employee concerns promptly and appropriately.

- **Improve Employee Satisfaction and Engagement:** By providing a platform for employees to voice their concerns and ensuring that their complaints are addressed, the system contributes to overall employee satisfaction, engagement, and retention. It fosters a positive work environment where employees feel heard and valued.

- **Continuous Improvemen**t: The system enables organizations to identify trends, patterns, or recurring issues through data analysis. This information can be used to drive continuous improvement initiatives, refine policies or processes, and enhance the overall experience.

5.2 Future Scope

The future scope of an employee complaint management system is promising, as organizations continue to recognize the importance of addressing employee concerns and maintaining a positive work environment. Here are some potential areas of future development and expansion for employee complaint management systems:

- **Advanced Analytics and Insights:** As technology advances, complaint management systems can leverage data analytics and machine learning techniques to extract deeper insights from complaint data. This can help identify emerging trends, predict potential issues, and provide proactive solutions to address employee concerns.

- **Integration with HR Systems:** Integrating complaint management systems with existing HR systems, such as employee databases or performance management platforms, can provide a more holistic view of employee issues. This integration enables better analysis of employee-related data and facilitates more informed decision-making.

- **Artificial Intelligence and Natural Language Processing:** Implementing artificial intelligence (AI) and natural language processing (NLP) capabilities can enhance the complaint management system's ability to understand and categorize complaints, automate certain processes, and provide intelligent recommendations for resolution.

- **Mobile Accessibility and On-the-Go Support:** Developing mobile applications or responsive interfaces for complaint management systems can enable employees to access the system conveniently from their smartphones or tablets. This ensures accessibility and prompt response even when employees are not at their desks.

- **Enhanced Collaboration and Communication:** Future systems can focus on improving collaboration and communication between employees and complaint handlers. This may include features such as real-time chat functionality, document sharing, and notifications to facilitate efficient and transparent communication throughout the complaint resolution process.

- **Emphasis on Employee Well-being and Diversity:** As organizations prioritize employee well-being and diversity, future complaint management systems may incorporate modules or features specifically designed to address these aspects. This could include tracking and addressing issues related to harassment, discrimination, or mental health concerns, fostering a more inclusive and supportive work environment.

- **AI-Powered Chatbots and Virtual Assistants:** Integration of AI-powered chatbots or virtual assistants can provide employees with immediate support and guidance when submitting complaints or seeking information related to the complaint management process. This can improve the overall user experience and reduce the burden on human support staff.

- **Continuous Feedback and Surveys:** Future complaint management systems may incorporate continuous feedback mechanisms, such as pulse surveys or anonymous feedback options, to gather ongoing insights from employees. This can help organizations proactively address emerging issues and monitor employee sentiment.

The future scope of employee complaint management systems is likely to revolve around leveraging advanced technologies, enhancing user experience, and fostering a culture of open communication and continuous improvement within organizations. By embracing these advancements, organizations can strengthen their commitment to employee satisfaction, engagement, and a positive work environment.

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