

# Project Proposal

**Project Title:** UML Complaint System

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## Abstract

We are going to develop a university complaint portal where user can post complain anonymously and those posts are forwarded to them regarding departments. The objective of this web application is to focus on the issues related to internal system. As, many people do not complain because of the fear of reveal their identity. For this web application, we will have 2 modules: a user and departmental admin. A user can create new complain where he/she will be asked to type complain, associate department, appropriate category, current date and optional image or document for validation. After that, the user can see the history of the complains registered by himself/herself. Also, for any active user can track complaints, that means the user can see the actions taken on the registered complaint using complain id. And now for the admin side, admin will assign the complain to proper department and the department will try to solve the complaint registered by the user. At Admin side, the web application will offer admin to resolve the complaint and if not found proper, the admin can delete the complaint. Sometimes it may happen that the user cannot be satisfied by the given solution so the user can re-generate the complaint and now the priority of that complaint will be higher this time so the admin can focus more on that.

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