Project Proposal

Project Title: UML Complaint System
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Abstract

We are planning to create a Complaint management system where university student, employees and faculty can register their complaints by creating new account or signing into existing account. After filing a complaint, admin will receive a notification with the complaint ID. The purpose of hiding complaint details is to make secure environment around university and make user comfortable to talk about incidences happing around them by keeping their identity secret.

If the user is not satisfied with the department's answer or notices the same scenario reoccurring, he or she may reactivate the initial complaint, which will be forwarded to a higher-ranking member of the hierarchy in the corresponding department.

For example, "some PC are not working in Library on first floor" this type of complained C posted by one student, now this C will be visible to admin and is send to let say IT dept. Now its's responsibility of IT department to check and repair the PC in library. After that IT department change the complaint status as resolve.

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