ANONYMOUS COMPLAINT SYSTEM

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INTRODUCTION

- **The Problem:** Traditional complaint methods (paper forms, in-person reporting) in educational institutions are inefficient, lack transparency, and fail to ensure the confidentiality of complainants.
- **The Barrier:** While some digital systems exist, many do not guarantee the **anonymity** of the users, which prevents students and staff from reporting sensitive or personal issues.
- **The Functional Gap:** Existing systems often lack robust, comprehensive features necessary for efficient complaint resolution, tracking, and detailed management reporting.
- **The Project Goal:** To develop a new, anonymous complaint-based website that provides a confidential, streamlined, user-friendly, and fully integrated approach to addressing all staff and student concerns.

APPLICABILITY

- **Directly improves college complaint management:** The anonymous system offers a safer and more efficient way for students and staff to report issues, directly benefiting the college community
- **Serves as a model for other schools:** The project provides a blueprint for other educational institutions looking to adopt or improve their own complaint management systems.
- **Showcases modern web development:** It acts as an excellent case study demonstrating current technology and design principles for future web development initiatives.

ACHIEVEMENTS

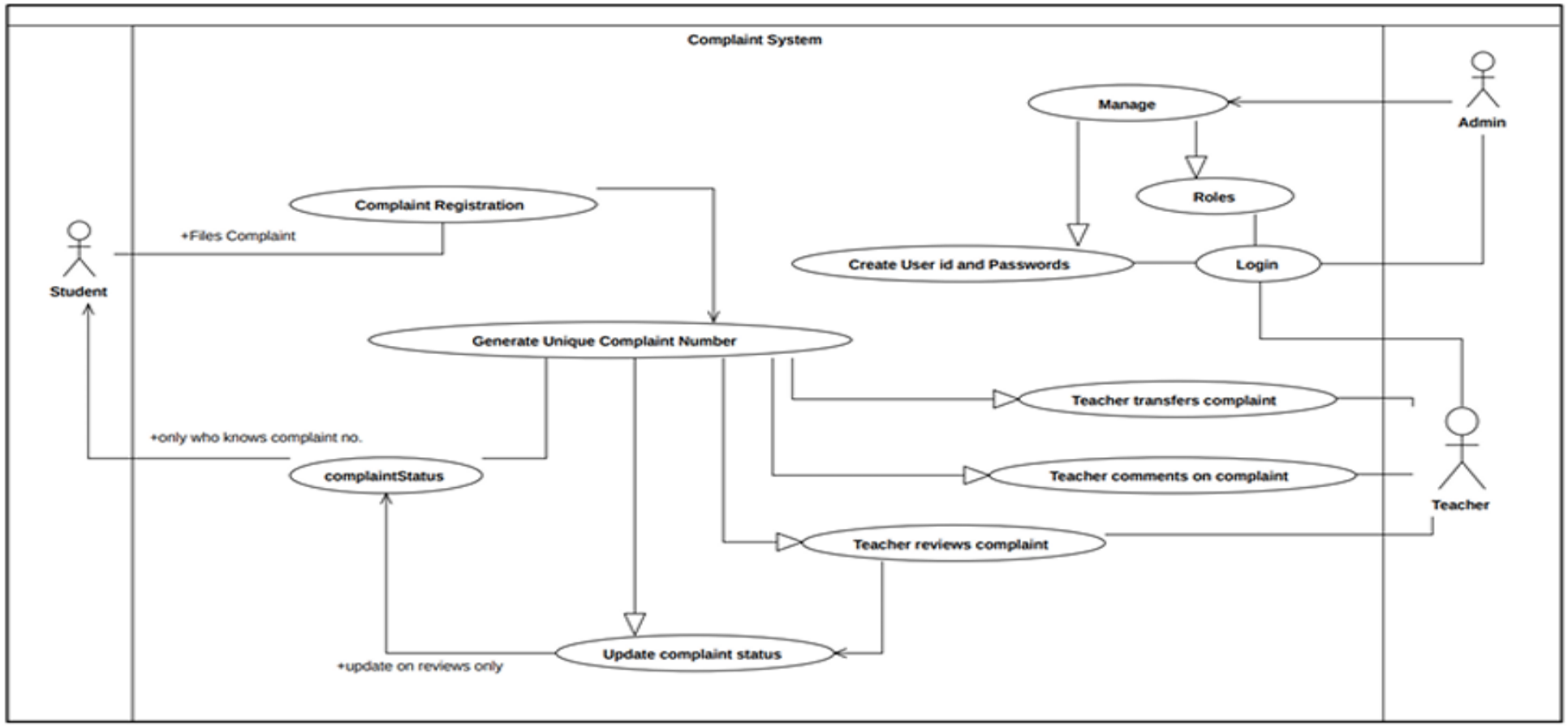
- Improved Complaint Handling: The project aims to enhance the efficiency and confidentiality of complaint handling at the college.
- Enhanced User Experience: Users will have a user-friendly platform to submit their complaints.
- Data-Driven Decision-Making: The system will provide valuable data and insights for informed decision-making.
- Contribution to Best Practices: The project may serve as a reference for other educational institutions seeking to modernize their complaint management systems.

- Web-Based Interface, Anonymous Submission, Management, User Security
  - HTML5 and CSS3: Fundamental for creating the website's advanced structure and styling.
  - JavaScript and jQuery UI: Advanced UI libraries for creating advanced user interfaces.
  - Chart.js: Displaying various charts for complaints received and managed. Back-end Technologies:
  - Backend-PHP, mySQL, AES encryption

<Insert pictures or drawings of your invention design/building process>

*you can insert a new slide for these pictures/drawings if you need to!

USE CASE DIAGRAM



Use Case Diagram

Thank you