**Complaints Handling Management System Free Download Template**

**About the Project**

**Advantages of the System**

**Development Tools**

**Project Highlights (Advantages of the system)**

**How the System Works**

**Login Form**

**Admin Dashboard**

* Number of users
* Number of stakeholders
* Number of pending complaints
* Number of on-going complaints
* Number of closed complaints

**Manage Course**

* Course Code
* Course Name

**Manage Stakeholder**

* Last name
* First name
* Middle name
* Course – combo box
* Stakeholder Type – combo box (student, parent, faculty, staff, others)
* Contact
* Email
* Username
* Password
* Account Status – activated, deactivated

**Manage Department**

* Department Code
* Department Name

**Bad Words Collection**

* Bad word

**Concern Category**

* Department name - combo box
* Category name
* Description

**Complaint Information** – table only with approve or decline button and links to the complaint details

* Complaint Code – system generated
* Stakeholder name
* Department – combo box
* Concern – combo box
* Complaint Name
* Complaint Details
* Attachment
* Time stamp
* Status – pending, on-going, closed

**Complaint Details**

* Complaint Code
* Department User Full name
* Update Message
* Date processed
* Reply from student
* Status (pending, ongoing, closed)

**Department User**

* Last name
* First name
* Middle name
* Department – combo box
* Contact
* Email
* Username
* Password
* Account Status – activated, deactivated

**Admin User**

* Last name
* First name
* Middle name
* Designation
* Contact
* Email
* Username
* Password
* Account Status – activated, deactivated

**Report of number of complaints per month** – table and graph

|  |  |
| --- | --- |
| **Month** | **Number of Complaints** |
| January | 52 |
| February | 36 |
| March | 76 |
| April | 85 |
| May | 45 |
| June | 96 |
| July | 101 |
| August | 52 |
| September | 42 |
| October | 14 |
| November | 85 |
| December | 51 |

**Reports of complaints by department**

|  |  |
| --- | --- |
| **Month** | **Number of Complaints** |
| Department 1 | 52 |
| Department 2 | 36 |
| Department 3 | 76 |
| Department 4 | 85 |
| Department 5 | 45 |

**Report of complaints by status**

|  |  |
| --- | --- |
| **Month** | **Number of Complaints** |
| Pending | 150 |
| On-going | 260 |
| Closed | 400 |

**Stakeholder Dashboard**

* Number of pending complaints
* Number of on-going complaints
* Number of closed complaints

**Submit Complaint** – Table and Form

* Complaint Code – system generated
* Department – combo box
* Concern – combo box
* Complaint Name
* Complaint Details
* Attachment
* Timestamp
* Status

**Department User**

* Number of pending complaints
* Number of on-going complaints
* Number of closed complaints

**View Complaint Information** – with button that links to update complaint

* Complaint Code – system generated
* Stakeholder name
* Concern
* Complaint Name
* Complaint Details
* Attachment
* Time stamp
* Status – pending, on-going, closed

**Update Complaint Details**

* Complaint Code
* Department User Full name
* Update Message
* Date processed
* Reply from student
* Status (pending, ongoing, closed)

**Summary**

**Conclusion**

**Recommendations**