



# ComplaintConnect

Revolutionizing the Way You Voice Your Concerns!



# About us

Campus Catalysts was born from the shared experiences of a group of college friends who recognized the untapped potential for transformative change within higher education. United by our passion for addressing common college problems through innovative tech solutions, we set out on a journey to catalyze positive disruptions within the academic landscape.

## Our Mission

Our mission is to empower educational institutions and students by reimagining the way colleges operate. We aim to revolutionize the student experience, making it more engaging, efficient, and meaningful. By leveraging technology, we seek to create solutions that enhance every aspect of campus life.

# Introduction

Have you ever encountered a frustrating situation where you had a legitimate complaint, but there was no systematic way to address it? Whether you're a student, technician, or just a concerned staff member, the absence of an efficient complaint system can be exasperating. To address this we're proud to introduce "ComplaintConnect," a cutting-edge tech product designed to solve this pervasive problem.



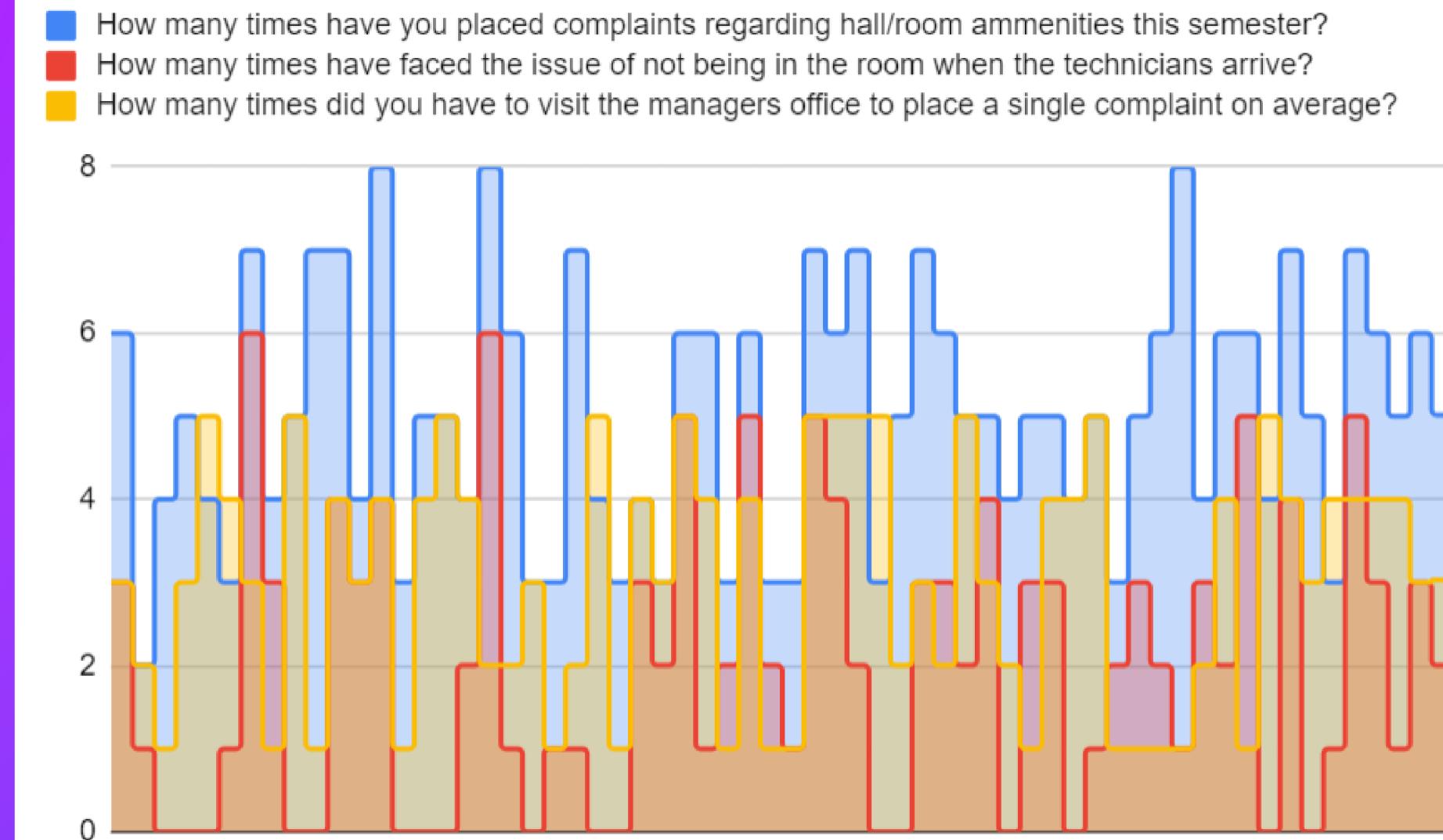
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# Analysis - Hall Complaint System

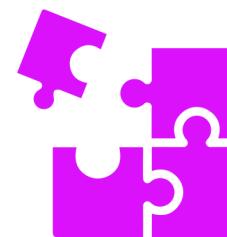
Our survey of **60+ students** revealed that on average, students register **5 complaints a semester**, but a shocking **40% of these go unresolved** due to availability issues. What's worse? They're often forced to make multiple visits (sometimes **4-6 times**) to the manager's office, wasting precious time. With our product, we can change this narrative.

A staggering **90%** of students expressed a high likelihood of using our solution, making it a game-changer for seamless campus complaint management.

Conversations with a few managers/supervisors and technicians also proved that they would be interested in using our solution as it would make the process seamless and would reduce multiple visits made by technicians.



# Problems



## Problem 1

Tedious complaining methodology



## Problem 2

No sync between the complainant and the technician



## Problem 3

No review mechanism



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# Solution

"ComplaintConnect" is your all-in-one solution to make voicing your concerns a breeze.

**Objective 1 Enhanced User Experience**

**Objective 2 Streamlined Complaint Resolution**

**Objective 3 Data-Driven Improvement**

# Our services



## Software

- User-friendly interface
- Real-time tracking
- Predefined workflows and escalation procedures
- Notifications and alerts
- Centralized complaint repository



## Customization

- Integration with existing IT infrastructure
- Tailoring workflows and escalation procedures
- Customized data fields and entities
- Branding and design customization



## Data analytics

- Storage of complaint data
- Advanced data analysis and reporting
- Identification of recurring issues and trends
- Feedback system for optimized performance



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# Prototype

Complaint System   Home

Login   Register

You are logged out

Username

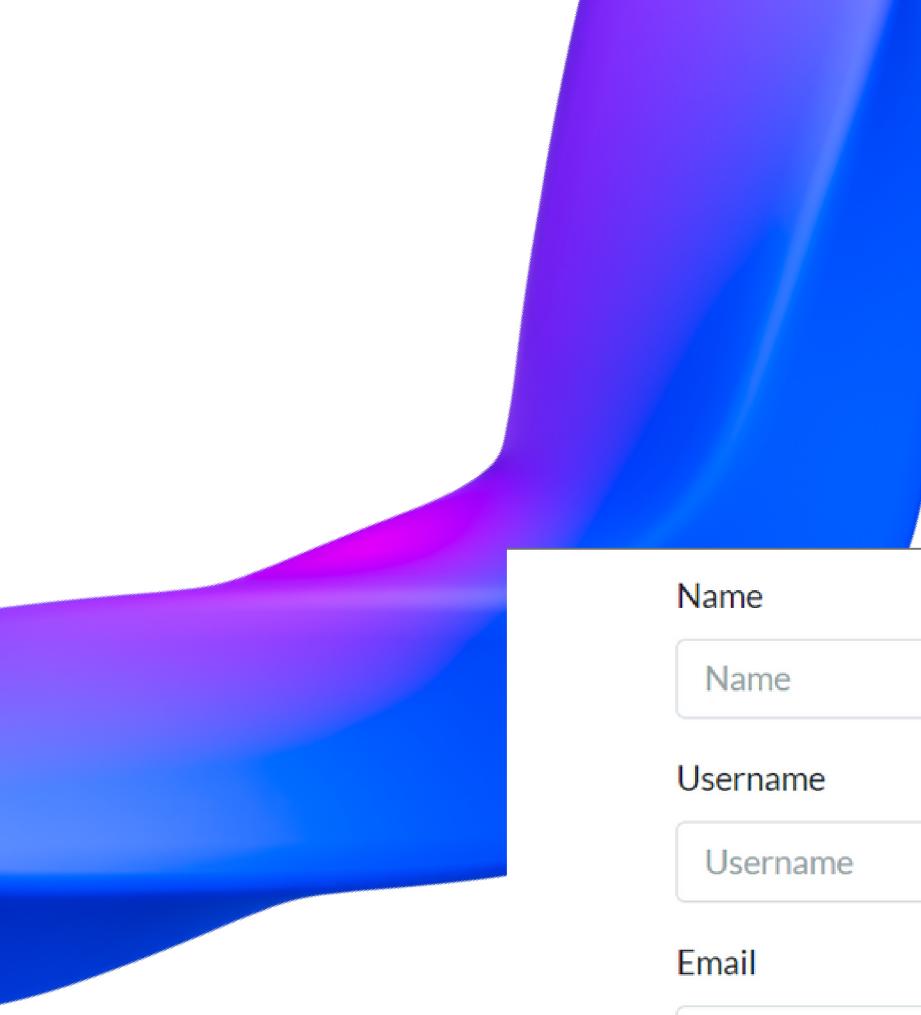
Password

[Login](#)

Don't Have An Account? [Register](#)

## New User Registration Page

# Prototype



Name

Username

Email

Password

Confirm Password

Role  
▼

**Register** |

Have An Account? [Login Now](#)

## New User Registration Page

# Prototype

## Register a Complaint

Name

  
Name

Email

  
Email

Contact Number

  
Phone Number

Description

  
Enter the Description  
Submit Complaint

## Complaint Registration Page

# Prototype

ID	Customer Name	Customer Contact	Description
654ce00cb45b3c315c04cd17	User	12345	light not working
654ce0fce34cf311cdaab45	User	12345	fan too slow
654ce6a7de12bb1fc40040d8	User	12345	Mirror Broken

## Assign the Complaint to Engineer

Complaint Number

Engineer

**Admin View - To approve and assign technicians**

# Database

MongoDB Compass - localhost:27017/complaintapp

localhost:27017

My Queries

Databases

Search

complaintmappings

Storage size: 20.48 kB

Documents: 3

Avg. document size: 103.00 B

Indexes: 1

Total index size: 36.86 kB

complaints

Storage size: 20.48 kB

Documents: 3

Avg. document size: 115.00 B

Indexes: 1

Total index size: 36.86 kB

users

Storage size: 20.48 kB

Documents: 4

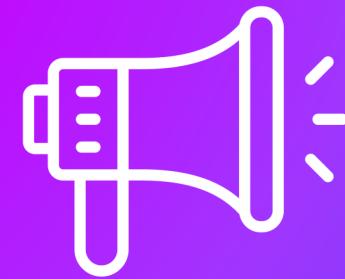
Avg. document size: 188.00 B

Indexes: 2

Total index size: 73.73 kB

## Databased linked to app

# Marketing Strategy



04

**User Referral Program:** Encourage users to refer other organisations in exchange for discounts or other incentives

01

**Target Audience:** Our target audience will be college institutions.

02

**Social Media:** Use social media to share success stories, customer testimonials, and updates on new features

03

**Email Marketing:** Send newsletters to inform subscribers about product updates and best practices in complaint handling

# Revenue Model

## Subscription Model

Offer subscription plans for organizations (monthly, semi-annual, annual) based on their size and usage.

## Data Analytics and Reporting Fees

Charge organizations additional fees for advanced data analytics and reporting features, customer feedback.

## Free Trial

Provide a limited-time free trial for organizations to test the platform's capabilities.

## Discounts for Annual Billing

Encourage long-term commitment by offering a discount for customers that choose to pay annually instead of monthly.



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## Why us ?

01

**Collegiate Insight:** We understand college life from the inside out, enabling us to develop solutions tailored to real-world challenges.

02

**Innovation at Heart:** Our passion for innovation drives us to continuously seek fresh and effective approaches to age-old problems.

03

**Tech Pioneers:** With a deep knowledge of technology, we develop and implement cutting-edge solutions that make a real impact.

04

**Community-Driven:** We work in collaboration with colleges to create custom solutions that fit seamlessly into their unique environments.

# Our Team - Kaveri



**Gaurav Jain**

CEO



**Keerti Charantimath**

CTO



**Saurabh Zanwar**

CFO



**Parv Maheshwari**

COO



**Akash Agarwal**

CMO



**Aniruddh Solanki**

HR Director

# Thank you

## Contact Us



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