**DESIGN AND IMPLEMENTATION OF WEB-BASED STUDENT COMPLAINT SYSTEM**

**(A CASE STUDY OF TIME ON KAIROS POLYTECHNIC, LAGOS STATE)**

**BY**

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**TKP/NCSF/20/0004**

**SUBMITTED TO**

**DEPARTMENT OF COMPUTER SCIENCE, SCHOOL OF PURE AND APPLIED SCIENCE TIMEON KAIROS, LAGOS STATE.**

**IN PARTIAL FULFILLMENT OF THE REQUIRMENT FOR THE AWARD OF ORDINARY NATIONAL DIPLOMA IN COMPUTER SCIENCE**

**OCTOBER, 2022**

**DECLARATION**

I hereby declare that this project was carried out by **OLOGBO GLADYS** with the matric No **TKP/NCSF/20/0004** and was approved for the use in the Department of Computer Science, School of Pure and Applied Sciences (SPAS). Timeon Karios Polytechnic, Abule-Egba, Lagos.

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**OLOGBO GLADYS DATE**

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**CERTIFICATION**

This is to certify that this research work on **Design and Implementation of Web-Based Student Complaint System for TimeOn Kairos Polytechnic** was carried out by **Ologbo Gladys.** It has been approved and meets the requirements for the award of National Diploma in computer science.

……………………………….……. ………..……………….

**IDOWU OLAYINKA BISI** Date

Supervisor in Charge

…………………………… ……………………….

**IDOWU OLAYINKA BISI**  Date

Head of Department

**DEDICATION**

This project is dedicated to God Almighty for His infinite mercy, understanding, wisdom and knowledge for making it successful and to my mother, Mrs. Maria Ologbo who supported financially, encourages me, always praying for my well-being and also for her unending love and support throughout the programme.

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**ABSTRACT**

The objective of this work is to design and implement a Web-based Student Complaint System. It is no gainsaying that many students face a lot of challenges in institution due to the fact that complaint registration is difficult. In the case where the complaint registration is not difficult, responses to complaints tend to be quite slow. However, we considered building a system that will allow students make complaints in a much easier manner, and also keep accurate track of complaints made. A computerized complaint system gives students the ability to air concerns without fear of being punished or penalized. It is against this background that this project work was initiated, with the aim of designing and implementing an online student compliant system that will mitigate some of the identified problems of manual system of student complaint system in TimeOn Kairos. The system achieved this aim by providing a platform where students at their comfort zone login into the system make complaint and solution to the complaint will be given to the student within 24 hours, this will go a long way in reducing the stress students pass through while laying complaints and also improve speed of response. The new system was achieved using Structured System Analysis and Design methodology. This methodology was adopted due to its simplicity and mode of operation. The programming languages used for the new system are: PHP, Mysql database, Javascript, CSS and HTML. The ultimate achievement of this research is a web-based student complaint management software that is very effective and efficient in meeting the project objectives and the same time, user friendly.