Issue Management System

Contact Us

Complainant Login

Complainant Registration

Home

Admin Login

Feedback

News

Complaint Status

My Complaint

New Complaint

FAQ

Withdraw Complaint

Ordinary Admin

Master Admin

Add Admin

Assigned Complaint

View Admin

Upload Report

View Complaint

View Mail

Case outcome

Assign Admin

Case outcome

View Report

Remove Admin

Change Complaint Status

Close Complaint

Figure 3.1 System Architectural Design

View Mail

**Complainant’s Registration Form:** This form is used to capture the information of prospective complainant. After registration, complainant will be granted permission to login into the system and lodge in complaint and any issue that needs resolution.

|  |  |
| --- | --- |
| First Name: |  |
| Last Name: |  |
| Username: |  |
| Password: |  |
| Confirm Password: |  |
| Email: |  |
| Phone Number: |  |
| Register | |

Table 3.1 Complainant Registration form

**New Complaint Form:** This form is used by the complainant to lodge in new complaints. It captures all the necessary information about an issue.

|  |  |
| --- | --- |
| **Complainant’s Form** | |
| First Name: |  |
| Last Name: |  |
| Address: |  |
| Name of Organization, agency or institution: |  |
| Address of Organization, agency or institution: |  |
| Name of witness: |  |
| Address of witness: |  |
| Date of issue occurrence: |  |
| The complainant desired remedy: |  |
| Priority: |  |
| Department: |  |
| Issue Summary: |  |
| Upload evidence |  |
| Report | |

Table 3.2 New complainant

**Admin Login Form:** This is the form that the admin use to input username and password to access the admin page.

|  |  |
| --- | --- |
| **Admin Login Form** | |
| Username: |  |
| Password: |  |
| Login | |

Table 3.3 Admin Login Form

**Contact Us Form:** This form is used by public to send message to admin, when there’s no issue to report i.e. when they want to make enquiry.

|  |  |
| --- | --- |
| **Message Form** | |
| First Name: |  |
| Last Name |  |
| Phone Number: |  |
| Email Address: |  |
| Message: |  |
| Send Email | |

Table 3.4 Contact Us Form