**ADVANTAGES**

1. Reducing human efforts.

In the existing system if someone wants to register the complaint they will personally have to visit the complaint box to submit the complaint. For this situation college needed a person who would accept the student’s complaints also the person have to maintain the weekly\monthly records and also has to submit these complaints to the principal .Thus by developing this complaint box we are trying to reduce human efforts of the students and the staffs which are involve in this existing complaint box system.

1. Save time.

We are creating the online complaint box that means user can make complaints from anywhere or anytime. It saves time of the user. User does not need to come college and write his\her complaint on paper and submit it into the complaint box this whole process is time consuming, to avoid such time usage of the user he\she can make a complaint online.

1. Fast way of searching/sorting.

In our existing system if someone wants to retrieve his\her complaint then complaint administrator have to check this complaint in stored files. It is very time consuming to search that complaint form stored files. In our system it is easy to find out or retrieve the complaint from the database and also it sorts the complaints according to branch, date and subject of the complaint so it is faster than the existing system.

1. Report facility.

We are providing the facility to generate monthly report of the complaints. It helps the principal sir to maintain the records of complaints. This monthly report will be send to AICTE. This monthly report shows the improvement of the college.

1. Security.

As everything will be online the complaint will be stored into the database therefore there will be less chances of data loss also student will be assure about their privacy. Only authorized admin will be able to read the complaints which are reported on this website.

**Application**

1. In schools and colleges.
2. In government offices where status of complaints need to be tracked.
3. In companies.
4. In big organizations.
5. At airports, railway stations and also in bus stations.