

# **COMPLAINT MANAGEMENT SYSTEM**

## **Mini Project Report**

*Submitted for the Partial Fulfillments of the Requirements*

*for the Award of the Degree of*

**Master of Computer Applications**

By

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**CERTIFICATE**

Certified that this is a Bonafide Record of Mini Project Report done by  
Mr./Ms. ...., Reg.No ....., Semester 3 in partial  
fulfillment of the requirement for the award of the degree of MCA of Mahatma  
Gandhi University, Kottayam during the period 2020 - 2022.

Place:

Date:

Head of the Department

Project Guide

Submitted for the Presentation held on .....

Examiner1

Examiner2

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**DECLARATION**

I, \_\_\_\_\_, hereby declare that the mini project work entitled “COMPLAINT MANAGEMENT SYSTEM” is an authenticated work carried out by me under the guidance of **MS. SAJINA V S** for the partial fulfillment of the course MCA. This work has not been submitted for similar purpose anywhere else except to School of Technology and Applied Sciences (STAS), Pullarikkunnu, Kottayam.

I understand that detection of any such copying is liable to be punished in any way the school deems fit.

Place:

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## **ACNOWLEDGEMENT**

Gratitude and gratefulness is a sublime feeling of heart which come to acknowledge the heartfelt gratitude. Words prove to be small and sentences become feeble to bear the burden to express their cooperation which makes our task much easier. However, I have made an effort to express our overwhelming sense of gratitude of those who have made this task possible.

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## **ABSTRACT**

As the name specifies “COMPLAINT MANAGEMENT SYSTEM” developed for managing complaints .. This particular project deals with the problems on managing complaints and avoids the problems which occur when carried manually. Identification of the drawbacks of the existing system leads to the designing of computerized system that will be compatible to the existing system with the system Which is more user friendly and more GUI oriented. We can improve the efficiency of the system, thus overcome the drawbacks of the existing system. An effective complaints management system is integral to providing quality customer service. It helps to measure customer satisfaction and is a useful source of information and feedback for improving services. Often customers are the first to identify when things are not working properly

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