

# *UML Complaint Management System*

**Shaili Trivedi**

Student\_id : 02008856  
Shaili\_Trivedi@student.uml.edu

**Dharti Patel**

Student\_id : 02007206  
Dharti\_Patel1@student.uml.edu

## **Abstract**

We are planning to create a Complaint management system where university student, employees and faculty can register their complaints by creating new account or signing into existing account. After filing a complaint, admin will receive a notification with the complaint ID. The purpose of hiding complaint details is to make secure environment around university and make user comfortable to talk about incidences happening around them by keeping their identity secret. If the user is dissatisfied with the department's response or observes the same situation recurring, he or she may reactivate the original complaint and this time complaint will get notified to higher-ranking member of the hierarchy in respective department.

## **Problem Statement**

Let's assume that someone reported a student who was misbehaving in the campus shuttle at night. Upon receiving of the complaint, the administrator will inform the Transportation Department about it here we are trying to keep the user's details secret, ensuring that he / she won't experience any further problems.

## **Role and Tasks**

Me and my team member are working on the final term project to complete the entire web development project with working UI/UX, backend and to store data in appropriate platform. We will divide the work equally amongst us.

## **Technologies and Tools used**

For the front-end development, the project will contain HTML, CSS, JavaScript and might add other technologies in future development to make it more user friendly. Same ways we are planning to use Java and Spring for the back end and data of the project will be stored using appropriate platform. The project will basically have 3 main models : User, Departmental and Admin.

## Weekly\_Project\_Progress\_Report\_1

**Project Name : UML Complain Management System**

**Team Members :** Shaili Trivedi and Dharti Patel

**Work Done:**

**Shaili Trivedi :** I have created front end for the system. For the system's front end, I have created 5 Home Pages(Welcome page, Register Complaint Page, Track Complaint Page, Re Complain Page and Feedback Page) also with Contact Us Page using HTML, CSS, and JavaScript.

**Dharti Patel :** My team member has created rest of the system pages such as User, Admin and Department Page using HTML, CSS, and JavaScript.

**Future Implementation :**

For the next week we are planning to implement backend and create database for individual User Model, Admin Model and Department Model.

## Weekly\_Project\_Progress\_Report\_2

**Project Name :** UML Complain Management System

**Team Members :** Shaili Trivedi and Dharti Patel

### **Work Done:**

**Shaili Trivedi :** I have created front end for the system. For the system's front end, I have created 5 Home Pages(Welcome page, Register Complaint Page, Track Complaint Page, Re Complain Page and Feedback Page) also with Contact Us Page using HTML, CSS, and JavaScript last week(week\_1). For week\_2 I have made some changes to the page created which were already created last week. The changes made were required for the smooth functioning and to make it more user friendly. When the user signup/login page with JavaScript validation has been developed. Along with that for the User model, I have created Dashboard page where it contains different management skills of the complaint, such as list down all the complaints registered by the user with other required details, register new complaint , track previously reported Complaint. The individual page for New Complaint and Track Complaint are under construct. For this week mainly I have created the design for the dashboard and managed to have all the functionalities required by user on the dashboard page. Additionally, brief statistic is shown on the dashboard page such as total complaint registered by the user, total complaints solved, pending complaints to be solved and number of complaints solved or closed complaints. Complain List Page is also developed which is mainly linked to Dashboard Page. Complaint List Page contains detail information regarding the complaints registered such as Complaint\_ID, Nature of Complaint, Date of Complaint, Status and inside the view details option, it contains all the details regarding the complaint. All of these pages are made using HTML,CSS and JavaScript.

**Dharti Patel :** Created Database Model Name Admin, Department, User, Merged and UserComplaint. Also, she is created an entity layer, where we can connect to controller. For this week she has created connection for the User Model.

### **Future Implementation :**

For the next week we are planning to work more on individual models User, Admin and Departmental Model in more detail way. And make changes to the previously generated page as per requirement. Adding to that Integrating the database to the front-end design will be our one of the biggest challenge.