

Project Proposal

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Project Title : UML Complaint System

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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.

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.

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.