Title of the Project: Complaint Management System

Group Number: 5

Group Name: Fire Booster

Group Members:

Student ID	Student Name
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System Request- Complaint management system

Project Sponsor:

- Md Akif Hussain
- Md. Adnan Habib
- Simon Biswas

Business Need: This project was initiated to help people launch complain against any kind abuse or violence from wherever they are. It's really unfortunate that the rates of abuse & violence against people in our country are increasing in an alarming rate. These violence are happening both indoors & outdoors so these system is designed in such a manner that people can launch a complaint from their present state.

Business Requirements: Using this system people especially women can complain about any kind of violence or abuse right from where they are. The specific functionality that this system should have is listed below:

- People can file their complaint easily
- People can file a complaint under certain domain.
- The number of nearby police station will be available in the system
- People can register their phone number under local police station so they can be tracked easily.

Business Value: We expect by developing our website we will make our website user friendly also people from all ages can use it. For new users first time they can register complain without paying any charge. If we can provide good services, we can earn people's trust. As a result, people will use our website again for registering complain when they want to register another complain with paying charge. They will also tell about our website other people. So, we can be benefitted through our website. We will be able to meet our Break-Even Point (BEP) soon.

Conservative estimate of tangible and intangible benefits include the following:

Tangible Benefits:

- $600,000 increase in revenue from ads
- $500,000 increase in revenue from commissions
- 20% increase in market share

Intangible Benefits:

- Increase of using website after user's satisfaction
- Customer ease of complaining

Special Issues or Constraints:

- In some cases, if government comes up with new rules, then we also have to change the rules of our system.

- If some misfortune occurs like harassment or rape cases, it will always serve in future. This system will also add value to our current business.

- But in this system, the customers are not allowed to communicate directly with anyone from the admin site or the complaint management team. It will take time to fix the issue.

- The system will also take customer feedback into account, in this way if any complaints are not processed or need to be rechecked from the list.