

# A Project Report On

## ***Student Complaint Portal***

Submitted in partial fulfillment of the  
requirement for the award of the degree

Bachelor of Computer Application (BCA)

Academic Year 2025 – 26

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**Marwadi**  
**University**  
Marwadi Chandarana Group



## Faculty of Computer Applications (FCA)

# Certificate

*This is to certify that the project work entitled*  
*Student Complaint Portal*  
*submitted in partial fulfillment of the requirement for*  
*the award of the degree of*  
*Bachelor of Computer Application*  
*of the*  
*Marwadi University*  
*is a result of the bonafide work carried out by*  
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*during the academic year 2025-26*

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**Faculty Guide**

Prof. Sunil Bajaja  
**HOD**

Prof. Dr. R. Sridaran  
**Dean**

## **DECLARATION**

We hereby declare that this project work entitled **Student Complaint Portal** is a record done by us.

we also declare that the matter embodied in this project is genuine work done by me and has not been submitted whether to this University or to any other University / Institute for the fulfillment of the requirement of any course of study.

Place : Marwadi University

Date : 27/06/2025

**Soumya Bhatt (92320527006)**      **Signature :** \_\_\_\_\_

**Rabab Travadi (92300527070)**      **Signature :** \_\_\_\_\_

**Venisha Vora (92300527042)**      **Signature :** \_\_\_\_\_

## **ACKNOWLEDGEMENT**

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Thanks to our friend and colleague who have been a source of inspiration and motivation that helped to us during our project work.

We are heartily thankful to the Dean of our department **Dr. R. Sridaran** sir and HoD **Dr. Sunil Bajaja** sir for giving us an opportunity to work over this project and for their end-less and great support to all other people who directly or indirectly supported and help us to fulfil our task.

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## CONTENTS

Chapters	Particulars	Page No.
<b>1</b>	<b>SYNOPSIS</b>	<b>7</b>
<b>2</b>	<b>PREAMBLE</b>	
2.1	General Introduction	8
2.2	Module description	
<b>3</b>	<b>REVIEW OF LITERATURE</b>	<b>9</b>
<b>4</b>	<b>TECHNICAL DESCRIPTION</b>	
4.1	Hardware Requirement	10
4.2	Software Requirement	
<b>5</b>	<b>SYSTEM DESIGN AND DEVELOPMENT \</b>	
5.1	Architectural Design	
5.2	Use Case Diagram	
5.3	Sequence Diagram	
5.4	Activity Diagram	
5.5	Screen Design	
5.5.1	Screen Design Output	
5.5.2	Screen Design Output	
		<b>11-13</b>
<b>6</b>	<b>CONCLUSION</b>	<b>14</b>
<b>7</b>	<b>LEARNING DURING PROJECT WORK</b>	<b>14</b>
<b>8</b>	<b>BIBLIOGRAPHY</b>	
8.1	Online References	15
8.2	Offline References	

## Table Index

Table No.	Title	Page No.
4.1	Hardware Configuration	10
4.2	Software Configuration	10

## Figure Index

Table No.	Title	Page No.
5.1	Architectural Design	11
5.2	Use Case Diagram	11
5.3	Sequence Diagram	12
5.4	Activity Diagram	12
5.5	Screen Design	13
5.5.1	Screen Design Output	
5.5.2	Screen Design Output	

## **1. SYNOPSIS**

The Student Complaint Portal is a web-based application designed to provide students with a convenient platform to register their complaints online. The system ensures transparency, efficiency, and ease of communication between students and the administration. Instead of manually submitting grievances, students can log in, fill a complaint form, and track their submissions.

This portal simplifies the complaint handling process by maintaining proper records, providing acknowledgment, and ensuring accessibility for both students and authorities.

## 2. PREAMBLE

### 2.1 General Introduction

At educational institutions, managing student grievances is crucial for improving quality and satisfaction. Traditional methods like paper-based complaint submission are inefficient, time-consuming, and prone to mismanagement.

The Student Complaint Portal addresses these issues by offering a centralized online system where students can submit complaints easily. The portal ensures:

- Fast submission and acknowledgment of complaints.
- Easy access for administrators to review issues.
- Organized storage and retrieval of complaint records.

### 2.2 Module Description

1. **Complaint Submission Module** – Allows students to enter details like name, student ID, department, year, email, contact, and complaint description.
2. **Complaint Management Module** – Stores complaints in memory (or a database in future).
3. **Acknowledgment Module** – Confirms successful submission and provides a thank-you page.
4. **Admin View Module** – Displays all submitted complaints in a structured table for faculty/administrators.



### **3. REVIEW OF LITERATURE**

Grievance redressal systems have been widely implemented in universities and workplaces. Studies show that online systems improve transparency, accountability, and timely resolution of issues. Compared to traditional methods, portals reduce paperwork and allow structured complaint tracking.

Several existing portals are complex and require logins; our project focuses on simplicity and ease of use for beginners, ensuring quick complaint registration without unnecessary barriers.

## 4. TECHNICAL DESCRIPTION

Component	Minimum Specification
Processor	Intel Core i3 (or higher)
RAM	4 GB (or above)
Storage	500 MB minimum
Operating System	Windows / Linux / Mac

**Table 4.1 Hardware Configuration**

Category	Specification
Frontend	HTML,CSS (For Styling, Responsiveness, and UI Enhancement)
Backend	Python Flask Framework
Database (Future Scope)	SQLite/MySQL(Currently in-memory storage)
Tools	VS Code / PyCharm / Any IDE)

**Table 4.2 Software Configuration**

## 5. SYSTEM DESIGN AND DEVELOPMENT

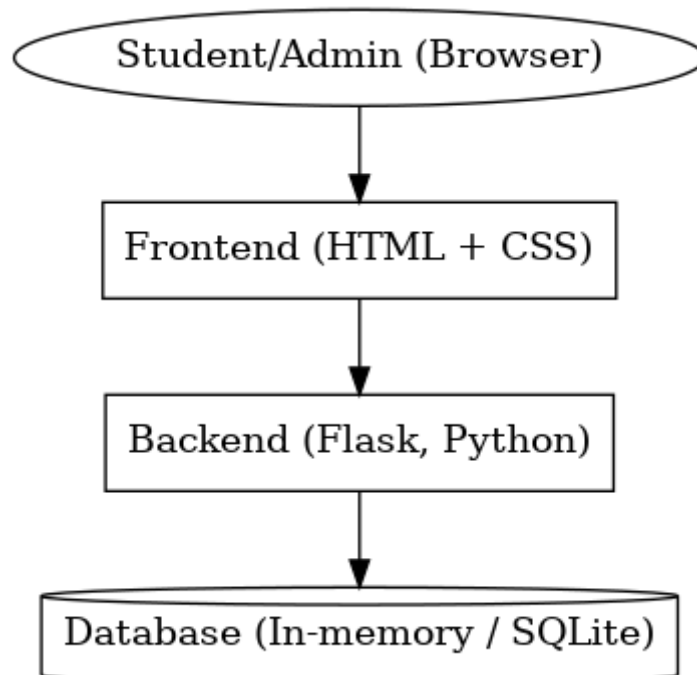


Figure 5.1 Architectural Design

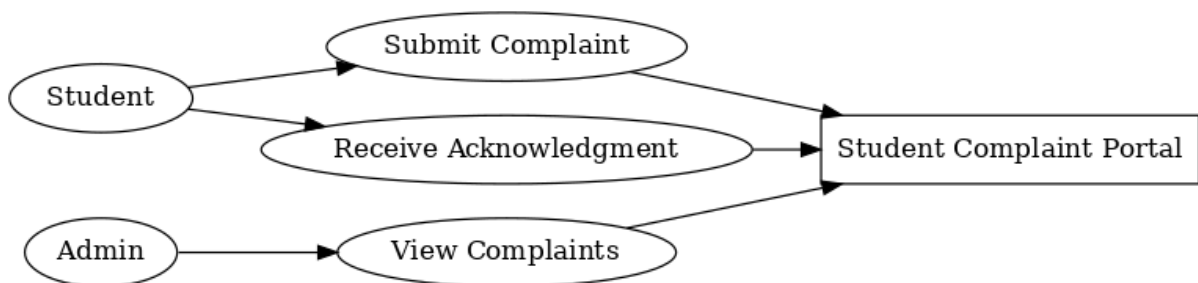


Figure 5.2 Use Case Diagram

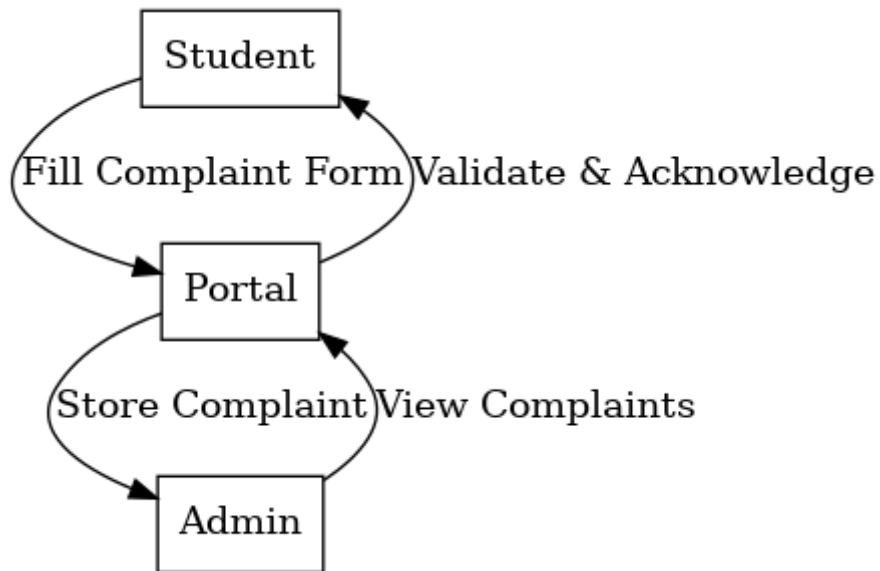


Figure 5.3 Sequence Diagram

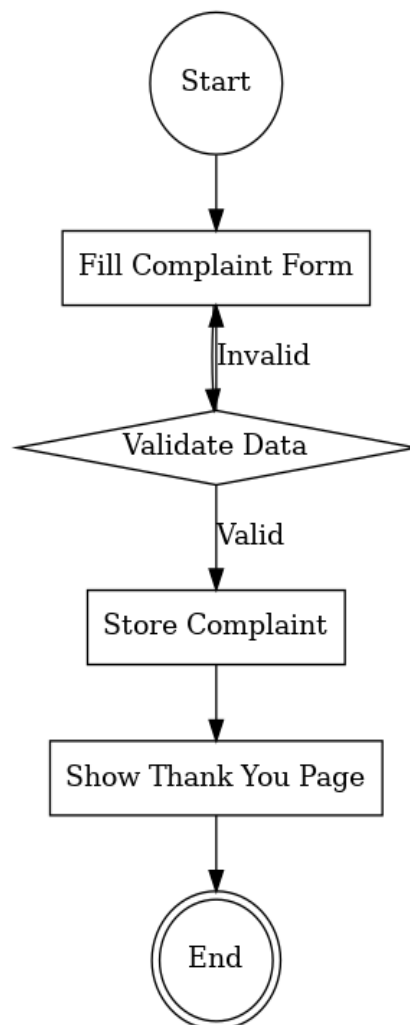
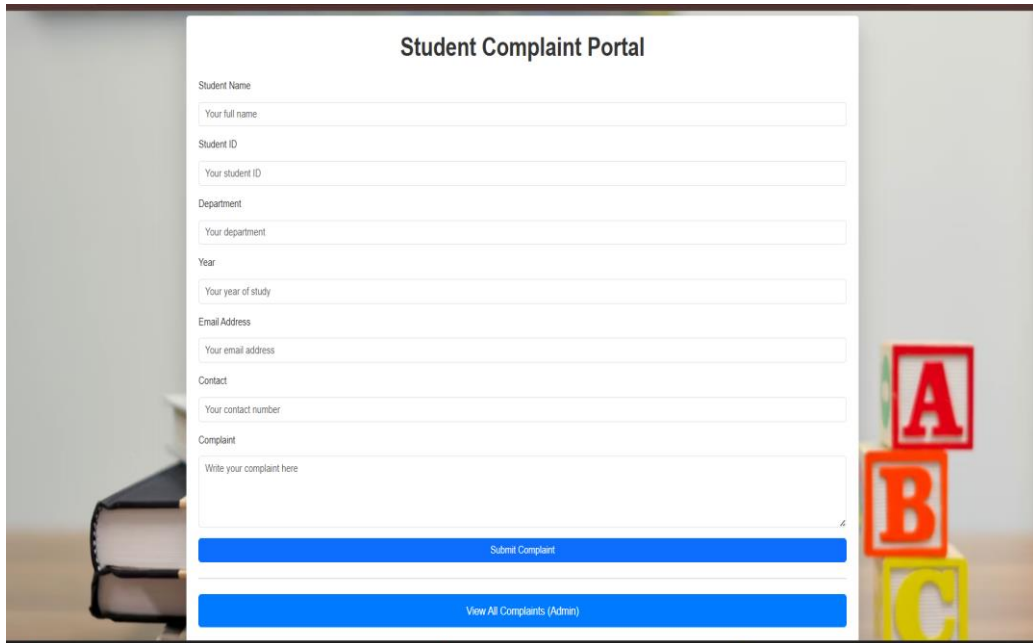


Figure 5.4 Activity Diagram



**Student Complaint Portal**

Student Name  
Your full name

Student ID  
Your student ID

Department  
Your department

Year  
Your year of study

Email Address  
Your email address

Contact  
Your contact number

Complaint  
Write your complaint here

Submit Complaint

View All Complaints (Admin)

**Figure 5.5.1 Screen Design Output**



**All Student Complaints**

Name	Student ID	Department	Year	Email Address	Contact	Complaint
abc	12	bca	3	abc@gmail.com	9638527412	on ac in the class

Back to Submit Form

**Figure 5.5.2 Screen Design Output**

## **6. CONCLUSION**

The Student Complaint Portal successfully provides a simple, transparent, and efficient way for students to submit grievances. The use of Flask makes the system lightweight and scalable, while the HTML/CSS frontend ensures usability. Though currently using in-memory storage, the project can easily be extended with a database for real-world deployment.

## **7. LEARNING DURING PROJECT WORK**

- Gained practical knowledge of Flask framework.
- Improved skills in frontend design using CSS and HTML.
- Learned how to handle form submissions and data validation.
- Understood the importance of modular design and user experience.

## 8. BIBLIOGRAPHY

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