

GOVT. GIRLS POLYTECHNIC

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A Synopsis Report On **TOPIC: COMPLAINT MANAGEMENT SYSTEM**

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Abstract

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicating corruption.

The objective of the complaints management system is to make complaints easier to coordinate, monitor, track, and resolve, and to provide the company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.

Online Complaint Management is a management technique for assessing, analyzing, and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, and requests as well as facilitate any other feedback.

Introduction:

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes.

Complaint systems in the US have undergone several innovations, especially since about 1970 with the advent of extensive workplace regulation. Notably, in many countries, conflict management channels, and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc.

There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, different ages, and different religions, and especially for contract workers and immigrant workers, in every country. Studies (and citations) are needed about complaint systems in health care, in faith-based organizations, in schools, in political organizations, in the military and in many specialized occupations. Studies are needed about important specialized issues like free speech. A number of Artificial Intelligence technologies are helpful in the complaint resolution process, understanding the attitudes of involved parties and reasoning about them, in particular, based on Belief–desire–intention model. Concept learning is an adequate formalism to reason about complaints.

Problem Domain:

- ▽ If there is no Complaint management system available then problems will raise that cause miscommunication and directly affect the relationship between the students and faculty. Some other Problems are:
 1. Decrease the interest of students in college/school activities.
 2. Affect the study of students.
 3. Students problems were never reached to their faculty and not solved in the earliest way possible.
- ▽ An outdated or ineffective complaint management system can lead to issues such as miscommunication, data loss, improper information recording, and failure to track complaint handling through resolution. To be effective, a modern complaint management system should be intuitive to use and properly integrated with other business systems.

Solution Domain:

- ▽ The term Complaint management describes handling customer complaints within a company. Criticism is supposed to be evaluated in a way that is systematic and orderly, and used to create a positive impact. It is also supposed to resolve the issue that prompted the customer's criticism. The goal of complaint management is to strengthen customer loyalty as well as quality assurance.
- ▽ Complaint management is a process in which students get a platform through which they can register their problem and have a track for the solution. Why is a Complaint Management System beneficial for educational institutions? A Balanced relationship between faculty and students

Objective:

The objective of the complaints management system is:

1. To make complaints easier to coordinate, monitor, track and resolve,
2. To provide the company with an effective tool to identify and target problem areas, monitor complaints handling performance
3. To make business improvements.
4. Prompt and specific retrieval of data.
5. Flexibility in the system according to the changing environment.
6. Controlling redundancy in storing the same data multiple times.
7. Accuracy, timeliness, and comprehensiveness of the system output.
8. Stability and operability by people of average intelligence.
9. Enhancement in the completion of work within the constraints of time.

Purpose:

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicating corruption , And The ability to provide many of the reports on the system and add to Facilitate the process of submitting a complaint.

Excepted Outcome:

An advanced Online Complaint Management System that helps to fill complaints or grievances that the user might be facing.

This “Complaint Management System” is a system designed to help educational institutions to handle and manage complaints electronically. The system will improve the response time of the schools, colleges, and offices management in addressing the complaints of the students, parents, staff, and other stakeholders.

Conclusion:

This is a user-friendly system and has the required options, which can be utilized by the user to perform the desired operations. Application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible.

The goals that are achieved by the software are Instant access, Improved productivity, Optimum utilization of resources, Efficient management of records, Simplification of the operations, less processing time and getting the required information, User friendly, Portable and flexible for further enhancement.

References:

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