

COMPLAINT MANAGEMENT SYSTEM

Completed At:

Coders Hire Pvt. Ltd.

A Report

Submitted By:

Yashasvi Grover (221B460)

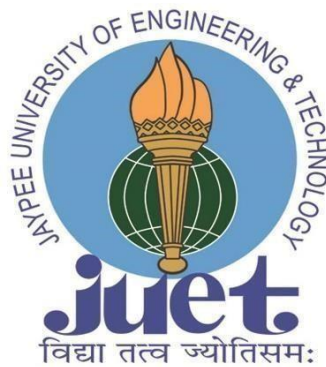
Under the guidance of: Ms. Nainy

Submitted in partial fulfillment for the award of the

degree of

**BACHELOR OF TECHNOLOGY
IN
COMPUTER SCIENCE AND ENGINEERING**

At



2022-2026

**Department of Computer Science & Engineering
JAYPEE UNIVERSITY OF ENGINEERING AND
TECHNOLOGY**

DECLARATION

I hereby declare that the work reported in the summer internship report entitled as “**Complaint Management System**”, in partial fulfillment for the award of degree of **B.Tech (CSE)** submitted at Jaypee University of Engineering and Technology, Guna, as per best of my knowledge and belief there is no infringement of intellectual property right and copyright. In case of any violation, I will solely be responsible.

Signature of the student

Place:

Date:

INTERNSHIP COMPLETION CERTIFICATE



INTERNSHIP CERTIFICATE

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Yashasvi Grover has successfully completed a 6 week Internship as a Front-end Developer at Coders Hire Pvt. Ltd. from 2nd June to 14th July 2025.

During the internship, Yashasvi worked on live projects, demonstrated strong learning abilities, and contributed positively to the development tasks assigned. His performance and conduct throughout the internship were found to be satisfactory.

We wish him all the best for his future endeavors.

Date: 23rd July 2025

Director

Pulkit Saxena

Coders hire pvt ltd

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to everyone who supported me during my internship. I am especially thankful to my project supervisor, Ms. Nainy, for their valuable guidance and encouragement throughout the project. I also appreciate the support and cooperation of my colleagues and the entire team at the organization, whose insights and assistance greatly contributed to my learning experience. Finally, I would like to thank my family and friends for their constant encouragement during this period.

Thanking you!

Yashasvi Grover (221B460)

EXECUTIVE SUMMARY

This project is a web-based Complaint Management System developed during an internship to streamline how organizations handle internal technical and administrative issues. Built entirely using HTML, CSS, and JavaScript, the platform provides a responsive and efficient interface for users to file complaints and for administrators to manage and resolve them. The system enhances communication between departments by centralizing complaints and tracking their resolution status in real-time.

At the heart of the application is a dynamic complaint handling module that collects structured user inputs such as department, issue type, priority, and description. It assigns a unique ID to each complaint and stores data in the browser using localStorage, eliminating the need for a backend server. The system also includes PDF generation functionality using jsPDF, allowing users to download a formal receipt of their complaint.

An admin login panel is provided to access the administrative dashboard, where complaints can be viewed, filtered, updated, or deleted. Visual metrics on the dashboard display total complaints and their status categories — Pending, In Progress, and Resolved — offering quick insights into the support workflow.

The interface features modern design elements including responsive layouts, dynamic form validation, tooltips, and modal confirmations to improve user experience. The project structure supports modular enhancements and future upgrades such as API integration, cloud deployment, or email notifications.

In summary, this project demonstrates how front-end web technologies can be used to build practical and user-friendly internal tools. It offers a strong foundation for scalable deployment in real-world office environments seeking to automate their complaint resolution process.

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