**Title : Software Construction and Development**

**Project Title : Complaint Management System**

**Group Member**:

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* **Introduction of Complaint Management System:**

Say goodbye to lengthy phone calls and waiting on hold. With our online system, there's no need to make calls to register complaints. Simply log in and submit your concern from the comfort of your device. Resolving issues and enhancing customer satisfaction, to streamline the complaint submission and resolution process, ensuring a seamless experience for both customers and our support team. Our user-friendly interface allows customers to submit complaints with ease. Can keep track of complaint status. We're committed to resolving complaints promptly and efficiently. Our system helps us prioritize and address issues effectively. Access the Complaint Management System anytime, anywhere, ensuring convenience and flexibility.

* **Problem statement:**

With our online Complaint Management System, there's no need to make calls to register complaints. Simply log in and submit your complaint to the relevant department.

* **Current situation and opportunity statement:**
* ***Current Problem:***

1. Inefficiency in Registering Complaints via Phone Calls.
2. Customers face challenges when trying to register complaints via phone calls.
3. Calls may go unanswered, leading to frustration and potential escalations.
4. The manual process can be time-consuming and lacks transparency.

* ***Solution with the Complaint Management System:***

1. With our Complaint Management System, registering complaints is effortless and hassle-free.
2. Customers can submit complaints at any time, eliminating the need for phone calls.
3. This system ensures that every complaint is received and recorded promptly.
4. Real-time updates and tracking features keep customers informed about their complaint status.
5. The system's user-friendly interface enhances the overall customer experience.

* **Options and Recommendations:**

To address the problem of inefficient manual complaint registration via phone calls and missed complaints, here is a potential and recommended solution:

* **Recommended Solution: Implementing an Online Complaint Management System**

1. **Develop a User-Friendly Website**:

Create a user-friendly website with a dedicated section for complaint registration. Ensure that the website is responsive, accessible on various devices, and easy to navigate.

1. **Online Complaint Form:**

Design an intuitive online complaint form that collects essential information such as customer details, complaint type, description, and contact information.

1. **24/7 Accessibility:**

Ensure that the online complaint registration system is available 24/7, allowing customers to submit complaints at their convenience.

1. **Real-Time Confirmation:**

Upon submission of a complaint, provide customers with an immediate confirmation message or email to acknowledge receipt of their complaint.

1. **Automated Case Assignment:**

Implement an automated system that assigns complaints to the relevant support personnel or teams based on complaint type or category.

1. **Transparent Tracking:**

Enable customers to track the status of their complaints in real time through the website.

1. **Database:**

The system will contain a database maintaining data of all residents registered in the system and also complaints submitted by residents.

By implementing this recommended solution of online complaint management system there would be reduction of missed complaints, improve customer satisfaction, and gain valuable insights for continuous improvement. Additionally, it demonstrates your commitment to delivering efficient and customer-centric services.

* **Business Objectives:**
* **Enhanced Customer Satisfaction**:Ensure that the primary goal of the system is to enhance customer satisfaction by providing a convenient and efficient platform for registering and resolving complaints.
* **Streamlined Complaint Submission:** Streamline the complaint submission process to reduce the need for phone calls and waiting on hold**,** making it easier and more accessible for customers to register their concerns.
* **User-Friendly Interface**:Maintain a user-friendly interface to ensure that customers can easily submit complaints and track the progress.
* **Transparency and Tracking:** Provide transparency in the complaint handling process by allowing customers to track the status of their complaints, thus fostering trust and confidence in the system.
* **Reduced Workload:** Reduce the workload associated with handling complaints by automating processes and categorizing complaints based on type or category, enabling support personnel to work more efficiently.
* **Authentication**:Ensure that the system complies with relevant data privacy and security regulations, by allowing only authorized person to log into system.
* **Estimated Completion time of Project:** 4 months
* **Potential Risks and Mitigation Plan**
* **Problem:** Non-residents engaging in website misuse by sending irrelevant emails.

**Solution:** Implementing a registration form on the website to ensure access is limited to residents only.

* **Problem:** Unclear identification of types of complaints, leading to an increase in response time.

**Solution**: Implement a system where users are required to choose a specific category when submitting a complaint. This categorization will streamline the identification process and facilitate quicker responses to each type of issue.