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Complaint Management System

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ABSTRACT:-The Complaint Management system is web based application and it is designed to keep track of complaints registered by the college municipality/lab staffs, so this system need to have distributed platform independent web application. The task of Administrator executives can control all the activities in the system, for creating issue using call registration, assign to service engineer and check the service engineer’s performance. In call registration it should be open and assigned to service and engineer can update the call status to close. This System able to show the reports like department wise pending closed calls, open calls, Daily call registration and Engineer performance Report.

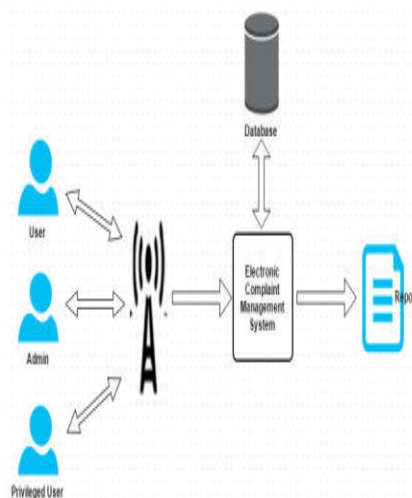
I. INTRODUCTION

The main objective of this Complaint Management system is to focus on the issues related to internal system. Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system. This is also developed for reduces the communication cost between the staffs and to provide the efficient service to their staffs.

The system need to provide the services to the user who is accessing this system from the collected information and this system gathering Call Registration about the issues to provide services. This system which could enhance the day to day activities of the business with efficiency and correctness. Once the call Registered by the staff/user, it should be assigned to service engineers and update the calls as quickly as possible. There are various modules involved in the system.

II. OVERVIEW OF THE PROJECT

The system is Client-server application designed by keeping in view the various activities that are performed at internal complaint management system. Staffs need to register their call registration regarding the issues faced on day-to-day hardware and software issues in this system and also register their clients. This web service is designed to provide the various services to the clients it uses the web server and application server. Server receives the various requests from the client and the server has to respond the client’s request.



System Architecture



III. MODULES DESCRIPTION

ADMIN (PRINCIPAL)

- First Administrator will login into the site to enter into the site.
- Admin can create category and also manage the category.
- Admin can create Subcategory and also manage the Subcategory.
- Admin can create state and also manage the state.
- Complaint Management Admin can update remark on complaints.
- Mange users.
- Admin can check user logs.
- If the administrator selects complaints he can view the all the complaints from the database those are send by the user.
- If the administrator selects Department Section. In this he can add new department details, View the department details, delete the department details, and modify the department details.
- If the administrator selects the Feedback option he can send the feed back to the users and also he can view the feedback send by the user.
- If the administrator selects the Reports section he can view the different reports like number of student's complaint, about departments, Etc.
- He can also change his password by using change password option.
- After completion of entire work he cans logout from the site.

STUDENT (USER)

- First User enters into the site using login and password. If the user is new for the site it will ask for the registration. After completion of the registration he/she can login into the system.
- The user can perform the operations like (Grievance, Status, Feedback, Change password, Acknowledgement).
- If the user sections the grievance option he can send the grievance to the department based on the complaint wants to send to the department. He can also select the complaint category that is either normal or e mergency. If the users not know the complaint type he can select the other option in the category and he was sending. After sending the complaint the complaint will goes to the administrator.
- If the user selects the status option he can view the status of the grievance that he/she was sent previously.
- If the user selects the feedback option he/she can send the feedback to the administrator or department and also he/she can view the feedbacks those are send by the administrator or department.
- If the user selects the acknowledgement option he/she can view the acknowledgement that was send by the administrator.
- The user can change the password by using change password option.
- After completion entire work he/she can sign out from the site by using logout option.

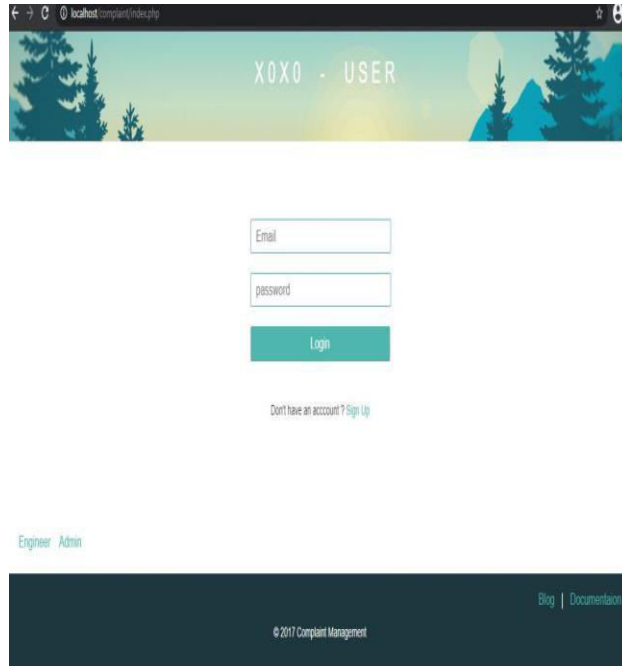
PARENTS

- First parents will login into the site based on the user & password given by the administrator.
- After login into the site he/she can give the feedback like (About campus, about children, about teachers).
- If the parents selects the view grievances option he/she can view the list of grievances those are send by the user. He can view the grievances of that particular department only.
- If the parents are selects the feedback option he/she can give their feedbacks and also view their feedbacks later too. He/she can send the feedback to the user or administrator also.
- Parents can change their password by using change password option.
- After completion of the entire work he/she can logout from the site.

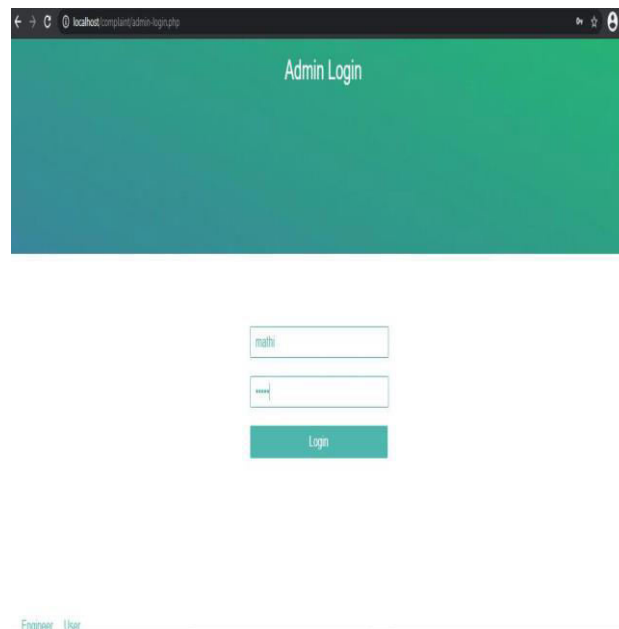


IV. SCREEN SHOTS

4.1.1 HOME PAGE

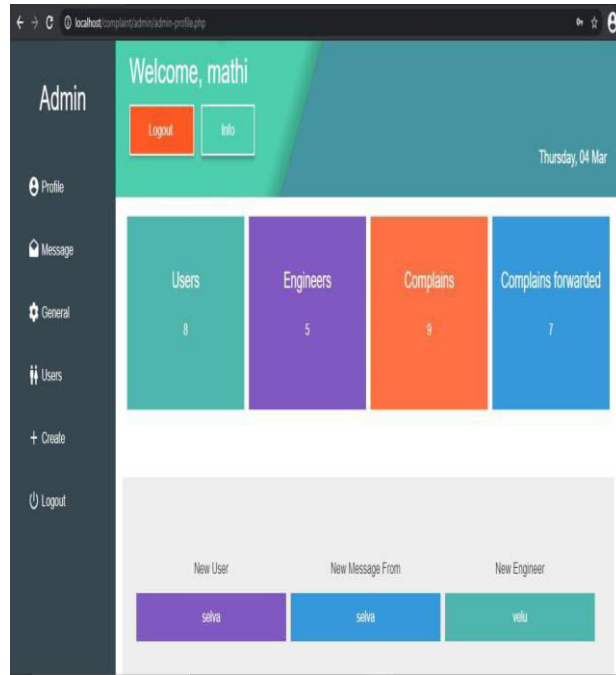


4.1.2 ADMIN LOGIN

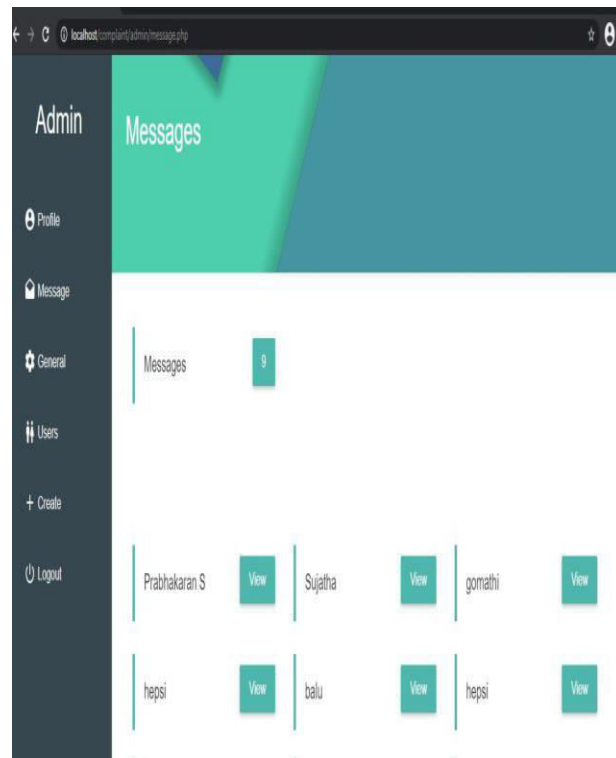




4.1.3 ADMIN PAGE



4.1.4 MESSAGES

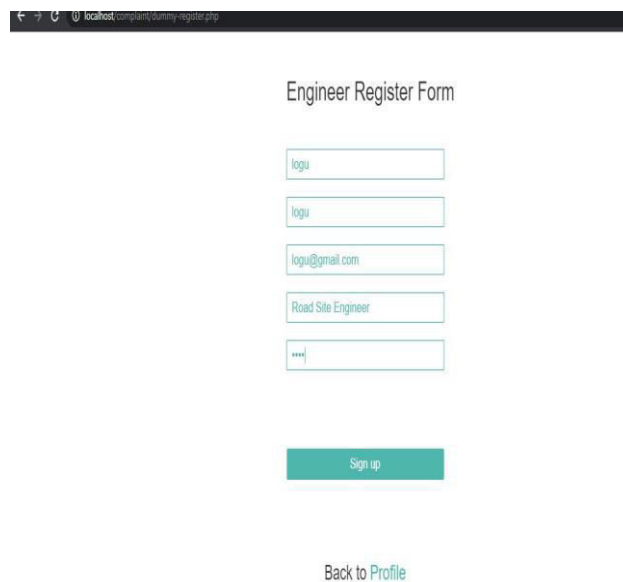




4.1.5 USER DATA



4.1.6 ENGINEER REGISTRATION



V. CONCLUSIONS

The system has the benefits of easy access because it is developed as a platform independent web application, so the admin can maintain a proper contact with their users, which may be accessed anywhere. All communications between the student/parent and administrator have been done through the online, so this communication cost is also reduced.



VI. FUTURE ENHANCEMENTS

This system is found tested and examined for its successful processing. Future change in the environment or processing can be easily adopted by having simple change in coding. It is very user friendly, cost effective, feature rich and it provides very high level of security. It protects the unauthorized users. Moreover, the system coding is so well designed that new operations can be easily incorporated without much modification. A facility to inform through SMS or Email on landing of the consignment can be added in future.

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