



COMPLAINT BOX MANAGEMENT SYSTEM

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Abstract :

Complaint Box Management System (CBMS) is a web-based system that has been proposed to be implemented in organizations such as educational institutions, corporate offices, and government bodies for efficient complaint handling processes. The traditional complaint handling process has been inefficient in many organizations due to factors such as delayed responses and a lack of transparency in the process. The proposed system allows users to submit complaints through the system and receive updates on the status of the complaint in a timely manner. The system has been implemented using HTML, CSS, JavaScript, PHP, and MySQL for efficient complaint handling processes. CBMS is a system that increases accountability in complaint handling processes and improves the quality of service in organizations._

I. INTRODUCTION

In every college, students and staff regularly face issues related to academics, infrastructure, hostel facilities, or administration. To handle these problems effectively, a proper complaint system is very important. Earlier, colleges mostly used physical complaint boxes or registers where students had to write their complaints on paper. However, this method is slow, lacks transparency, and does not allow students to track whether their complaints are being addressed. It also creates difficulties in managing records and maintaining privacy.

To overcome these issues, the College Complaint Box Management System (CBMS) provides a simple and efficient digital solution. Through this web-based system, students can submit complaints online and easily track their status. All complaints are stored in a centralized database, making it easier for administrators to manage, categorize, and resolve them quickly. The system also ensures secure access through login and role-based control, improving privacy and accountability. Overall, CBMS makes the complaint process faster, more transparent, and more reliable for both students and college authorities.

II. PROBLEM STATEMENT

In many colleges, the complaint handling process is still based on traditional methods such as physical complaint boxes or manual registers. These methods are inefficient, time-consuming, and lack proper transparency. Students often do not receive updates about their complaints, and there is no reliable way to track whether an issue has been resolved or not. As a result, complaints may be ignored, delayed, or even lost, leading to frustration among students and staff.

Additionally, managing large numbers of complaints manually creates difficulties in record keeping, categorization, and prioritization. There is also a lack of accountability, as it becomes hard to identify who is responsible for resolving a particular issue. These challenges highlight the need for a digital system that can simplify complaint submission, ensure proper tracking, improve communication, and provide a transparent and efficient way to manage and resolve complaints within the college.

III. OBJECTIVE

- I. To develop a web-based complaint management system that allows students and staff to easily register and manage complaints online from anywhere.
- II. To provide a simple and user-friendly interface so that users can submit complaints without any technical difficulty.
- III. To enable real-time tracking of complaint status, allowing users to check whether their complaint is pending, in progress, or resolved.
- IV. To ensure secure access through login and role-based control, so that only authorized users can view or manage specific information.
- V. To improve overall efficiency by automating the complaint handling process and reducing delays.

- VI. To minimize manual work and paperwork, making record management easier and more organized.
- VII. To maintain a centralized database for storing and managing all complaints systematically.
- VIII. To enhance transparency and accountability in the complaint resolution process.
- IX. To help administrators categorize, prioritize, and resolve complaints quickly.
- X. To improve communication between students and college authorities for faster issue resolution.

IV. SCOPE OF PROJECT

The scope of the College Complaint Box Management System (CBMS) includes managing complaints efficiently through different user modules such as Student, Staff, HOD, and Principal dashboards. The system allows students to submit complaints department-wise through the Student Dashboard, making it easy to send issues directly to the concerned department. Students can also track the progress of their complaints, ensuring transparency in the process.

The system defines clear roles and responsibilities for each user. Staff members can view and resolve complaints assigned to them, while the HOD monitors complaints within their department and assigns them to the appropriate staff. This structured flow helps in better management, faster resolution, and proper accountability at each level.

The Principal Dashboard has the highest authority in the system. Only the principal can access complete student details, including email IDs, and monitor all complaints across departments. This ensures data privacy and controlled access to sensitive information, while still allowing proper supervision of the entire system.

Overall, the system is designed for internal college use and focuses on improving communication between students and administration. Its scope can be extended in the future by adding features like mobile applications, , and advanced reporting tools to further enhance usability and efficiency.

V. SYSTEM MODULES

The system consists of four main modules:

- Student Dashboard: Submit complaints and track status
- Staff Dashboard: Resolve assigned complaints
- HOD Dashboard: Assign and monitor department complaints
- Principal Dashboard: View all complaints and student details

VI. LITERATURE SURVEY

6.1 Existing Systems

The current complaint handling systems are generally categorized into the following types:

6.1.1 Manual Register System

In this system, students submit their complaints by writing them in a register or dropping them into a complaint box. The authorities manually review and take action on these complaints.

6.1.2 Online Form-Based System

Some institutions use basic online platforms such as Google Forms to collect complaints. The responses are stored digitally, but there is limited functionality for tracking or managing complaints.

6.1.3 Email-Based System

In this method, students send complaints through email to concerned authorities. The communication is handled manually, and responses depend on the availability of staff

6.2 Limitations of Existing Systems

Despite being widely used, the existing systems suffer from several drawbacks:

Lack of Tracking:

Students cannot monitor the progress or status of their complaints.

Lack of Transparency:

There is no clarity about who is responsible for resolving the complaint.

Time-Consuming:

Manual processes and email communication lead to delays.

Poor Data Management:

Complaints may be misplaced, lost, or not properly recorded.

No Role-Based Access Control:

There is no proper distribution of responsibilities among staff, HOD, and principal.

Inefficient Communication:

Communication between students and authorities is not structured or efficient.

6.3. Proposed System

To overcome the above limitations, the proposed Complaint Box Management System introduces a modern and efficient solution. The system includes:

Secure Login Mechanism:

Different users such as students, staff, HOD, and principal can log in with their credentials.

Complaint Tracking System:

Students can check the status of complaints (Submitted, In Progress, Resolved).

Role-Based Access Control:

Each user has specific responsibilities:

- Students submit complaints
- Staff resolve complaints
- HOD assigns complaints
- Principal monitors overall system

Centralized Database:

All complaints are stored securely in a single database for easy access and management.

Real-Time Updates:

Users receive updates on complaint status instantly.

Improved Communication:

Enables smooth and structured interaction between students and authorities.

VII. METHODOLOGY

The system follows a web-based architecture using:

- Frontend: HTML, CSS, JavaScript
- Backend: PHP
- Database: MySQL

Users submit complaints through the interface, which are stored in the database. Admin and staff process the complaints, and status updates are reflected in real time.

VIII. WORKING OF THE SYSTEM

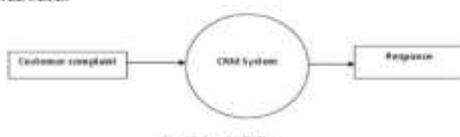
1. User registers and logs in.
2. User submits complaint via online form.
3. Complaint stored in database.
4. Admin reviews and assigns department.
5. Status updated after resolution.
6. User tracks complaint progress.

IX. DATA FLOW DIAGRAM (DFD)

Level 0 (Context Diagram)

Shows interaction between User, Admin, and System.

LEVEL 0 DFD:



Level 1

Shows complaint submission, database storage, admin review, and status update process.

**X. FUTURE SCOPE**

- **Mobile Application Development**

In the future, the system can be extended into a mobile application for Android and iOS platforms. This will allow users to submit and track complaints anytime and anywhere, making the system more accessible and user-friendly.

- **Email and SMS Notifications**

The system can be enhanced by integrating email and SMS notification services. Users will receive instant alerts regarding complaint submission, status updates, and resolution. This will improve communication and ensure that users stay informed.

- **AI-Based Complaint Analysis**

Artificial Intelligence (AI) can be implemented to analyze complaints automatically. The system can categorize complaints, detect priority levels, and suggest solutions. This will reduce manual effort and improve the speed and accuracy of complaint handling.

- **Integration with College Systems**

The system can be integrated with existing college management systems such as student databases, attendance systems, and ERP systems. This integration will provide better data management, improved coordination, and a more centralized platform.

X.CONCLUSION

The Complaint Box Management System provides an efficient and transparent way to handle complaints in colleges by replacing traditional methods like manual registers, emails, and basic online forms. It ensures better organization, secure access, and easy tracking of complaints, allowing students to submit issues and monitor their status in real time. This improves communication between students and authorities and reduces delays in resolving problems.

Furthermore, the system enhances accountability and service quality through role-based access and proper complaint management. Each complaint is assigned, tracked, and resolved systematically, ensuring that no issue is ignored. Overall, the system creates a more reliable, organized, and user-friendly environment, helping institutions deliver faster and more effective solutions while building trust among students.

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