

Portal of Student Complaint Management System

Prof. M. S Mangala Malkar¹, Prof. Vyavhare Sir², Mr. Ajinkya Ahire³,
Mr. Avishakar⁴, Mr. Aaditya Gadekar⁵, Mr. Kedar Pawar⁶
Pimpri Chinchwad Polytechnic, Pune, India

Abstract: A person is required to write down and place their complaint in the complaint box at a college. To solve this problem, we are creating an online complaint management system for student complaints. Anyone can log in and submit a complaint here, regardless of whether they are affiliated with collage or not. The relevant principal or system administrator will handle this letter of complaint. This system also makes it simple to manage users and the information related to their profiles and complaints. Viewing and editing this data as needed is easy.

Keywords: Validation, Student Complaint, Profile, User

I. INTRODUCTION

We develop dynamic, responsive, and user-friendly web applications. All forms of Complaint are addressed by this project, not just those pertaining to sexual and racial harassment. but also Complaint on the timetable, migration process, admission anomalies, financial (service payment), name and/or grade sheet discrepancies, and other challenges that the students faced. The initiative's objective is to solve problems without consuming time. No business can promise prompt, user-friendly, and responsive responses. In order to address issues such as bad reception to the return of any irregularities within the right of any documents or certificates admission procedure, as well as reports of harassment and victimization, it has developed a well-established structure for Complaint and its resolution.

The web application is accessible to registered students, and with the right login information, the Management Committee, Institute, and Department can log in. Students must only use their PRN number when registering. Among the various functions of the Student Complaint Support System are preserving a secure environment and educating both instructors and students about it. regarding their rights, which results in the expansion of the organization shown in Figure 1.

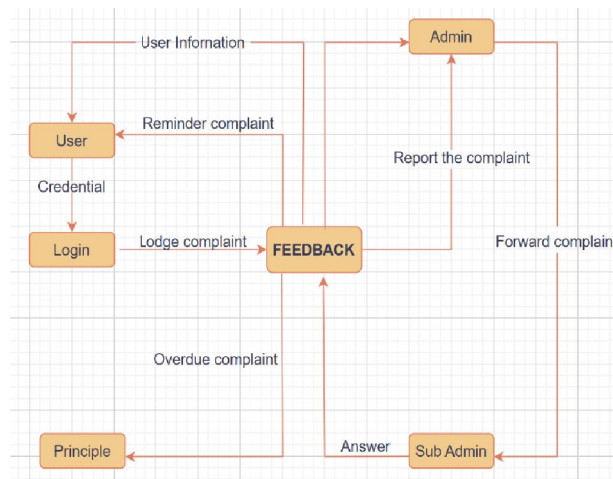


Fig: Working of System

II. CURRENT SYSTEM

Students can either meet with management authorities in person or submit their Complaint in the Complaint box in accordance with the current protocol. Pupils are not notified that their Complaint has been considered carefully or that



any additional steps have been taken to address it. The current approach allows for the possibility of fake Complaints and makes it impossible to quickly and easily identify the students who submitted them. Complaint documents are occasionally ignored, and they may be taken advantage of if they are addressed to a powerful individual.

These procedures are all completed by hand. Records must be maintained by hand. It is not anticipated that the management team will respond to the student who submitted the Complaint. It takes a lot of time and effort. Usually, students and managers are not allowed to meet. Only the class representative has the authority to convene a meeting, and only then, once a year, or in response to the administration's refusal to hear or address student complaints. It could take some time.

A committee devoted solely to hearing student concerns does not exist. It rarely gets to the point when a student's Complaint that needs to be sent to management is registered with a department. Additionally, there is inaction on a number of subjects,

III. LITERATURE SURVEY:

First, in order to get the necessary information, we met with the college principal and reviewed the existing Complaint gathering mechanism. Next, we looked at a number of websites that offered some useful features. We also had the opportunity to meet Swapnil Palaskar, who developed the Complaint management system for K Ways, their firm. They informed us of the key components of a Complaint management system.

Sr. No	PaperName	Author Name	Year	Language	Result
1	Web Portal For Effective Student Complaint Management System	K.Aravindhnan,K.Periyakaruppan,Aswini.K,Vaishani.S,Yamini.L	2022	CSS,PHP,MY SQL	This project's main objective is to develop a web application that will enable students to register Complaints under several groups like admin subadmin and principal and monitor their development.
1	Smart Complaint Management System	PattamapornKormpho,PanidaLiawsoomboon,NarutPhongon,SiripenPongpachet	2018	PHP,MySql	The proposed system helps the students to post their Complaints in various categories. Students can also delete their Complaints.
2	Process Computing of Complaint Service Management in Reverse Logistics	Yi He,Zhixue Liu	2017	Machine Learning	SCMSwasdevelopedtoenhancethe current Complaint management system by using the mobile application and application.
3	Process Computing of Complaint Service Management in Reverse Logistics	YooncheongChoroxanneHiltz,Jerri Fjermestad	2002	Artificial Intelligence	CSMRL can help company build the customerloyalty, find the new value- added and so on.

Suggested system:

The primary goal of this project is to create a web application that will allow students to sign up Complaint under many groups, such as principal, subadmin, and admin, and track their progress. The internet The Management Committee and the relevant heads must have access to the application that enables students to provide Complaint. Our task is to develop a web application with HTML, CSS, and JS as the front end and MySQL and PHP as



the back end. After completing the necessary registration form on this website, the student logs in and accesses all the features by using their registration number (PRN number) and password. Complaint about re-evaluation, schedule changes, mark sheet amendments, and issues with names, money, and admission quotas can be registered by students. Both the staff and the students benefit from this arrangement.

Before deciding whether or not the Complaint is valid, a committee reviews all student Complaint. If so, the committee sends the Complaint, according to its nature, to the relevant sub-admin. Once the students have successfully registered their Complaint, the remaining email will be sent to the user's account. Additionally, an email is sent to the admin panel stating that XYZ user has registered Complaint. Thus, based on the type of Complaint, it completely depends on the administrator who needs to receive that specific request.

Complaint must be resolved by the admin by the deadline after it has been sent to the subadmin. because a priority-based algorithm has been used in this system. We give each and every piece of Complaint priority. Similarly, P1, P2, P3, and P4.

The priority algorithm will function as follows: for instance, if Complaint is about the Exam department, the priority will be automatically set as P1, and if the Complaint is about the Canteen, the priority will be automatically set as P3. Complaint will automatically be marked as overdue on the principal's dashboard if it is not resolved within the allotted period.

In this case, the principal has complete discretion over the appropriate course of action to pursue against the subadmin. The Complaint status will be automatically updated and shown on the user dashboard.

IV. Algorithm

A priority-based algorithm is one that ranks tasks, requests, or Complaint according to their relative importance or urgency. In the context of a Complaint management cell website, the priority-based algorithm helps to efficiently handle and respond to customer Complaint by categorizing them depending on their severity or influence. Prior to implementing a priority-based algorithm, consider the following crucial elements:

a) Priority Definition: Clearly identify the highest priorities and their meanings. For example:

P1: Critical: Requires immediate attention and resolution within a day.

P2: High: Significant impact, three-day resolution.

P3: Medium: Resolution takes five days; effect is mild.

P4: Low: Resolved in 7 days, minimal impact.

a) Priority assignment criteria: Define the parameters that will be used to determine priority.

This could include things like the type of Complaint, potential impacts on individuals or the company, legal or compliance concerns, etc.

a) Rules of Escalation:

Establish procedures for raising priority in the event that a problem is not handled in the allotted period. For instance, if a P2 issue is not fixed after three days, it may automatically escalate to P1.

b) Notification and Communication: Establish a system to notify users and other pertinent parties of the assigned priority and the expected resolution time. This guarantees that everyone is informed of the changes.

c) Monitoring and Reporting: Use monitoring tools to keep tabs on the progress of Complaints and their resolutions. Provide reports to assess the efficacy of the Complaint Management process and identify areas that require improvement.

d) Workflow Integration: Link the priority-based algorithm to the main workflow of the Complaint Management cell. Ensure that the resources available and the capabilities of the resolution team are considered when assigning priorities.

b) Continuous Improvement: Regularly assess the efficacy of the priority-based algorithm and make adjustments as necessary. Get user input to find out what they like and what needs to be improved.

b) Security and Privacy:

When addressing Complaints with varying priority, take security and privacy implications into account, particularly if they include sensitive information.



VII. APPLICATION

1. Customer Service Departments
2. Healthcare Facilities
3. Financial Institutions:
4. Government Agencies
5. Manufacturing Companies
6. Travel and Hospitality Industry
7. E-commerce Platforms
8. Utilities and Service Providers

VII. Discussion:

a) Login Page for the web portal:

In this module, the Student registers with this website by providing their College PRN number and password. These details are stored into a database to authenticate at the time of login shown in figure 2:

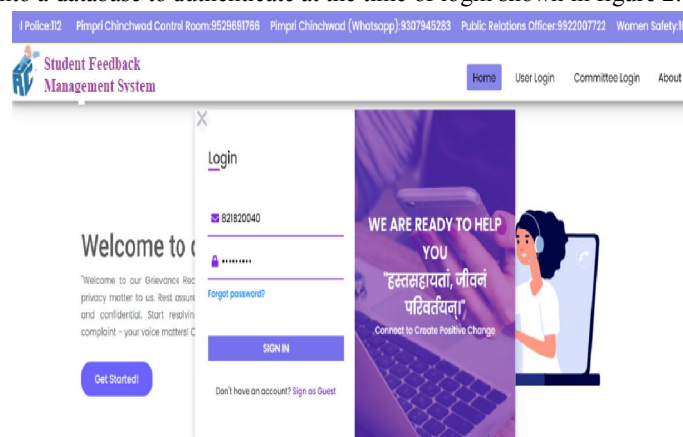


Fig: Login Page for Effective Student Complaint Management cell

b) Lodge Complaints: Students can log in and post their Complaints after registering. Changes in name, finances (fees), admission, re-evaluation, timetable, migration, mark sheet problems are only a few of the areas under which Complaints can be made. If there are any more concerns, the student may select others. A database is used to store these.

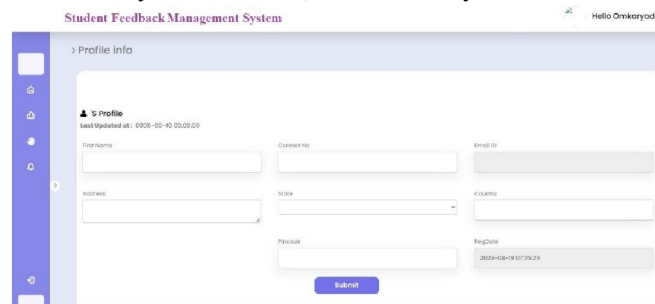


Fig: Lodge Complaints

c) Priority: As you can see in figure 5 We have provided one option of priority (P1,P2,P3,P4....). Which means that if user select the Priority 1(P1) which shows that their Complaint is very serious so, their Complaints solve within one day. Likewise



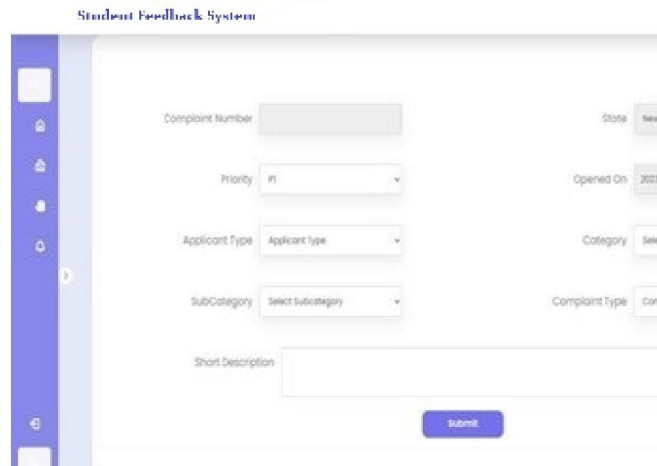


Figure5:Priority for Complaints

VIII. CONCLUSION

We have had a terrific time working on this special and challenging topic. Because it taught us how to create in actual PHP and MySQL web apps, this project was successful for us. It also provides information on the newest technologies used to create web-enabled apps as well as client- server technology, which is expected to be in demand in the future. Better opportunities and guidance for autonomous project development in the future will result from this.

ACKNOWLEDGEMENT

We would like to acknowledge the support of department of computer engineering providing me facilities. Further I would like to especially thank to my guide

REFERENCES

- [1]. Subhash, C., Ashwani K.: Assessing Complaints redressing mechanism in India. *Int. J. Comput. Appl.* 52(5), 12–19 (2012).
- [2]. Dipankar, M.: Solution towards effective Complaint registration system in Indian scenario. In: *IJCA Proceedings on National Conference on Advancement of Technologies— Information Systems & Computer Networks (ISCON— 2012)*, vol. 1, pp. 1–2 (2012).
- [3]. Varun, G.: Redressing Complaints and Complaints regarding basic service delivery. *World Dev.* 41, 109–119 (2013).
- [4]. Nripendra, P.R., Yogesh, K.D., Michael, D.W., Vishanth, W.: Investigating success of e- government initiative: validation of an integrated IS success model. *Inf. Syst. Front.* 17(1), 127–142 (2015).
- [5]. Rajesh, K.Y., Sarvesh, M.: Role of insurance ombudsman and Complaint management in life insurance services in Indian perspective. *Int. Lett. Soc. Humanist. Sci.* 31, 9–13 (2014).
- [6]. Gianluca, M., Karin, P., Javier, M., Rahul, D.: Openness May Not Mean Democratization-e- Complaint Systems in Their Consequences. 14th NAERUS and GISDECO, University of Twente, The Netherlands (2013).
- [7]. T Bhuvaneshwari, KP Keerthana, —Image Segmentation Based on Dilation and Erosion to Reduce Background Noise || , *International Journal of Modern Trends in Engineering and Science*, Volume 3, Pages 245-250, 2016.
- [8]. KP Keerthana, K Kavitha, —Comparative Analysis of Fault Coverage Methods || , *Bonfring International Journal of Power Systems and Integrated Circuits*, Special Issue Special Issue on Communication Technology Interventions for Rural and Social Development, Volume 2, Pages 110-113, 2012.



[9]Ajinkya Ahire, Avishkar Gudmewar, Kedar Pawar,Aditya Gadekar " Portal of ComplaintManagement Cell, International Journal of Scientific Research in Science and Technology(IJSRST), Online ISSN : 2395-602X,PrintISSN:2395-6011,Volume10, Issue6,pp.268-274,November-December-2023.

