

COLLEGE COMPLAINT REGISTRATION AND
MANAGEMENT SYSTEM
A PROJECT REPORT



Submitted by

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Of

BACHELOR OF ENGINEERING

IN

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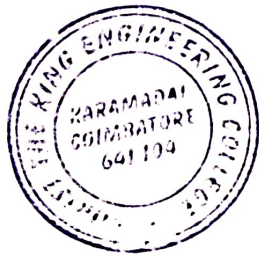
EXTERNAL EXAMINER



ABSTRACT

Grievances are quite common in educational institutes and organizations and the majority of the institutes find it difficult in solving the students' problems. It might be that the students are diffident in approaching the management or the management is inefficient and most of the times the complaints remain unattended. The work in this paper aims to solve all these problems and presents an app created using JAVA, SQL, etc. where students can put complaints on the app from the categories mentioned and the complaint goes to the concerned department. The student can track the complaint completely and know whether the complaint has been viewed, in progress, transferred, rejected, and solved. There is complete transparency in the proposed system and if the complaints remain unaddressed for a few days, then automatically the system redirects the complaint to the person above in the hierarchy. Special authorities have been provided to the principal/head of the organization which would help expedite the solution providing process to the students.

The purpose of this paper is to create more and more awareness among each individual by delivering the message of truthful information.



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CHAPTER 7

CONCLUSIONS & FUTURE ENHANCEMENT

7.1 CONCLUSION

Application software has been computer successfully and was also tested successfully . The implementation of a college complaint registration and management system can lead to several positive results. Firstly, it can help to reduce the number of unresolved complaints, which is beneficial for both students and the college administration. A faster and more efficient resolution of complaints can lead to improved student satisfaction and retention, as well as a positive reputation for the college. Secondly, the system can help to identify any recurring or systemic.

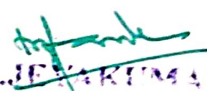
7.2 Future Enhancements

The system then can be extended to take in other languages as input. Currently the system reads only java based CV.

The app needs to be migrated to other platforms. At present the synthesizer is only available for Android platform.

The app can be integrated with web to handle large scale requirements.




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