# Online Complaint Management System

**Lovely Singh Bhadouria [a], Nikunjay Kumar [b] Abdul Faisal[c], Mrs. Suman Devi[d]**

[a,b,c,d]School of Computer Science and Engineering Galgotias University, Greater Noida, India
[a]lovelysinghknp583@gmail.com, [c] abdulfaisal280@gmail.com, [d]suman.devi@galgotiasuniversity.edu.in

**Abstract:** A Complaint Management System is considered one of contemporary productivity enhancement gear extensively by means of all companies and management. It provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of complain management system is to make complain easier to coordinate, monitor, track and resolve by tracking the status of complaint done by public to the department.

In this portal different-different department will be assigned for complains and administrator of particular department will solve the problem of applicant. If within one week , complain done by applicant is not responded then that complain will automatically gets forwarded to higher authority and then they will solve the problem and also action will be taken against the administrator for not reviewing the complains of the applicant.

The System will be able to show the reports like department wise pending complains, closed complains, open complains, and Administrator performance Report.

If performance report of Administrator will be remarkable then they will be rewarded for their work.

In this portal, separate section will be there that will contain the facilities provided by government for needy people but many are not aware of it. Lot of time and money of public will be saved through the system

**Keywords:** Complaint, register, online, management, time saving, department, service, status

## 1. Introduction

The main objective of this Complaint Management system is to specialize in the problems associated with internal system. Complaint Management system may be a platform independent application, so this web application are often accessed anywhere within the system. this is often also developed for reduces the communication cost between the staffs and to supply the efficient service to their staffs.

The system got to provide the services to the user who is accessing this technique from the collected information and this technique gathering Call Registration about the problems to supply services. this technique which could enhance the day to day activities of the business efficiently and correctness. Once the decision 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 within the system.

## 2. Existing system

The Traditional forum system contains public meeting or presentation involving a discussion usually among experts

and sometimes audience participation. Here, person visited Municipality for his complains.All the arrived complaints are undergo the Administrator. Administrator distribute complaints among different departments consistent with complain type. Employees solve the issues and complain status in books manually.One of officer gives current status information of complaints from the books.

## 3. Disadvantages of Existing system

The customers has go to visit forum and had to form complaint against faulty product.The complaint are going to be discussed within the presence of customer, vendor and a team of expert committee along side judge. The final decision making may be a time consuming therefore the customer has got to revisit the forum to urge the result.

The site would use a database to carry customers complaints and reports generated by the technical team online complaint management system contains all complaint details a complaint inventory contains all complaints with its status reports the system provides the power if the purchasers gives the incorrect information then he edit the complaint details to supply the right information to the system. The modem online complaint management system is comprehensive suite of identify the fault products supported the purchasers provided information and generating reports for the fault products.

## 4. Proposed system

It will be Fast and Dynamic Data.All the knowledge of customers/recipient are going to be managed properly.The assignment of complaints to different employees are going to be done properly in order that there will be no repetition. It will create a portal where any record of customer or complain will never stray .Automatic reply and answer viewing of complaint within one-two days. If any employee don't perform their task then strict actions will be taken.
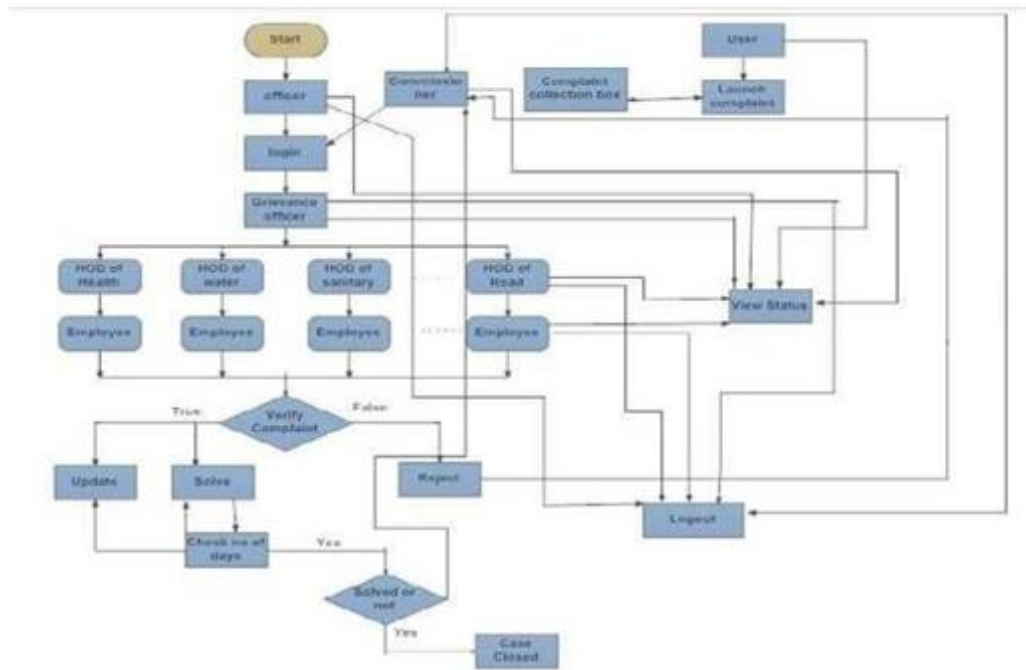
## A. Flow of the System



**Fig. 1.**Flow of Process

When the consumer launches a complaint, it's miles forwarded to the criticism officer. It''s the duty of the officer to ahead the complaint to the respective head of the branch if the criticism is actual. Then the top of the department will view the complaint and ahead of it to their employee and in the end, the worker will allow the problem to the co-employee. The co-worker will go to the area and take a look at whether or not the problem is true or no longer if authentic then he'll resolve the trouble.

There can be a unique time span assigned to each degree. If to any degree they fail to remedy the problem or in case grievance is not forwarded within the time span then the criticism might be without delay forwarded to the commissioner. In case the criticism received is fake then the criticism officer or employee has the right to reject the complaint All the fame may be visible to the person that has launched the criticism. Users will be capable of seeing whether their criticism is solved, pending, or rejected. The procedure of forwarding the lawsuits amongst officers and employees may be stored hidden from the person.

## 5. Advantages of proposed system

1.In this technological international, this device is beneficial for the humans to file a criticism with the help of cell software so that you can store time of people.

2.It will reduce the effort and time of registering the criticism manually by means of lodging complaint on-line.

3.Also the fame of the complaint lodged can  be tracked easily i.e. whether or not the criticism is rejected, time-honored, processing or solved.

4.Location of the user may be tracked without problems with the help of a GPS device.

5.It is person-friendly and cost-powerful

6.A remainder machine could be there as a way to be helpful for the pending court cases. It will preserve on reminding the officer about the pending troubles or unsolved problems. So, that each and each trouble need to be solved effectively.

## 6. objectives

The objective of the complaints management system is:-

➢ To form complaints easier to coordinate, monitor, track and resolve

➢ To provide company with an efficient tool to spot and target problem areas, monitor complaints

handling performance

➢ To make business improvements.

➢ Prompt and specific retrieval of knowledge .

➢ Flexibility within the system consistent with the changing environment.

➢ Controlling redundancy in storing an equivalent data multiple times.

➢ Accuracy, timeliness and comprehensiveness of the system output.

➢ Stability and operability by people of average intelligence.

➢ Enhancement within the completion of labor within the Constraints of your time.

## 7. Purpose

Online Complaint Management System provides a web way of solving the issues faced by the general public by saving time and eradicate corruption , and therefore the ability of providing many of the reports on the system , and increase Facilitate the method of submitting a complaint.

## 8. scope

Scope of study for online management system:

➢ Receiving public complains and providing them status

➢ Higher speed of receiving complaints

➢ Distribution of related complaints among Different Department

➢ Complaints solving within one week otherwise complaint will be forwarded to officer and action taken against employee

➢ Wastage of time and paper will be stop

## 9. feasibility study

Feasibility study is a crucial introduce the software development process. It enables the developer to possess an assessment of the merchandise being developed. It refers to the feasibility study of the merchandise in terms of outcomes of the merchandise , operational use and technical support required for implementing it.

Feasibility study should be performed on the idea of varied criteria and parameters. the varied feasibility studies are:

### A. Economic Feasibility

It refers to the advantages or outcomes we are deriving from the merchandise as compared to the entire cost we are spending for developing the merchandise . If the advantages are more or less an equivalent because the older system, then it

is not feasible to develop the merchandise

### B  Operational Feasibility

It refers to the feasibility of the merchandise to be operational. Some products may go alright at design and implementation but may fail within the real environment. It includes the study of additional human resource required and their technical expertise

### C  Technical Feasibility

It refers as to if the software that's available within the market fully supports this application. It studies the pros and cons of using particular software for the event and its feasibility. It also studies the extra training needed to tend to the people to form the appliance work.

## 10. project module

The module of the customer complaints management is formed of the mixture of modules which work with collaboration with one another and make it beneficial to accomplish the most aim of the scheme.

A.  *Registration:* User need to register with all the small print required within the page. Without registration, there are few options and pages one user can see which are landing on the house page and taking the features read but he won't be allowed to use those. For use, he will need to register. One person must put his all the small print correctly and precisely because it are going to be helpful in identifying them and believing that he's the important one that has booked for an equivalent .

B.  *Login:* After registration user can login with its username and password.. After this, they're going to be directed to the first interface from where they need further options for complaints in several departments.

C.  *Complaint:* This interface is formed for the users who want to form a complaint against some person or some problem they're facing and to urge obviate it.The interface allows them to offer them an outline of the matter , that's once they were facing the matter where it had been . the name of the author for that and here space for describing it properly is given.

D.  *Admin Panel:* Admin has the official powers to regulate the flow of the info from one a part of the system to the opposite . He can manipulate the access of the users to the info .The primary purpose of this account is to form the user data relevant then giving the inputs to the opposite an interface module and make it work optimistically and obtain the timetable consistent with the wish we would like to make for a specific type, of inputs.Hence all the info are going to be reflected in clean and well data within the interfaces.

E.  *User Panel:* User can register using user registration form. User can reset the password using forgot password form.After login user can lodge the new complaint and modify the complaint. User can check the complaint history.User can check and update the profile.User can change the password using password forgot page. Dashboard where they will view status of there complaints ,how many of them are processed , yet to process and closed.

## 11. Analysis and design

**Architectural overview**

The Lodge complaint was sent to process in cloud computing and gather inside the database.
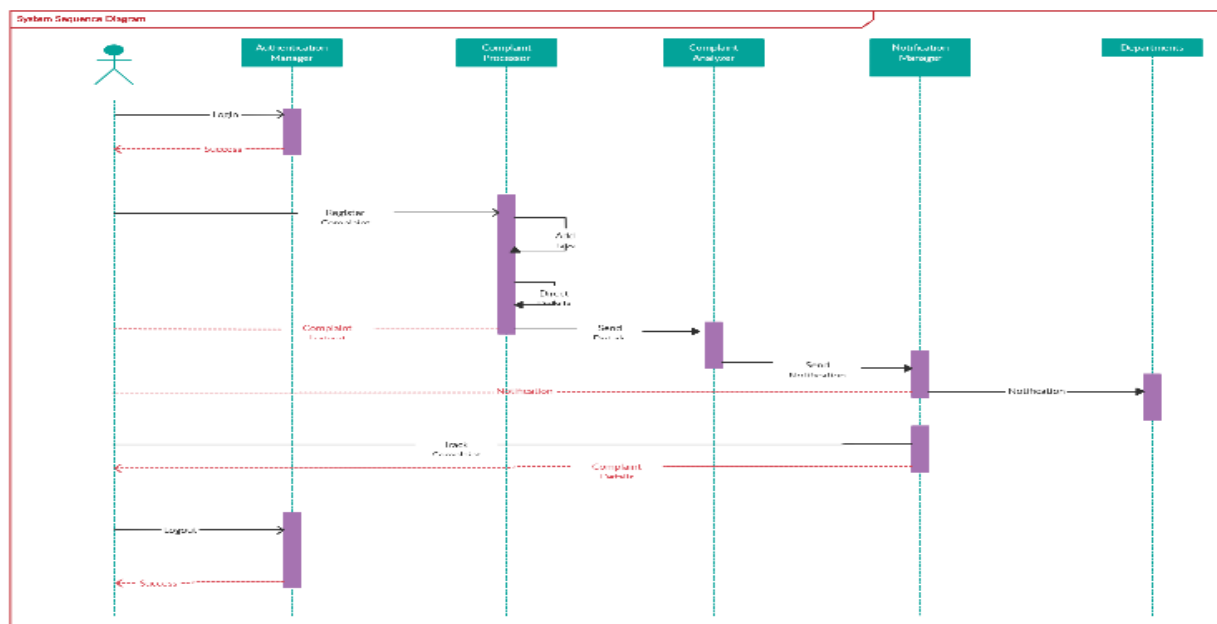


**Fig. 2.**System Architecture

On the staff facet, the net software retrieves all of the categorized grievances from the database, therefore, the accountable person ought to see the information visualization and current court cases. Besides, the responsible person ought to take notes about the correction method and replace the grievance repute, then send lower back to the complainant.
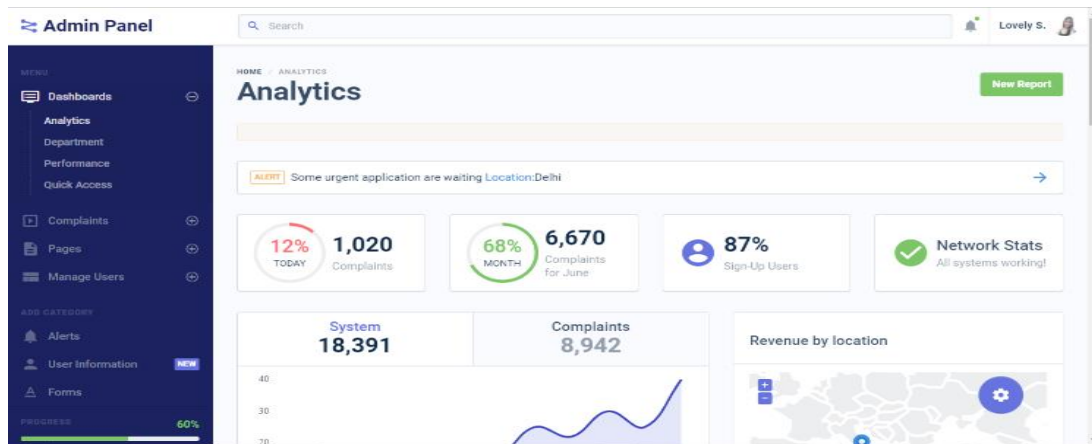
**Interface Design of Web Application**
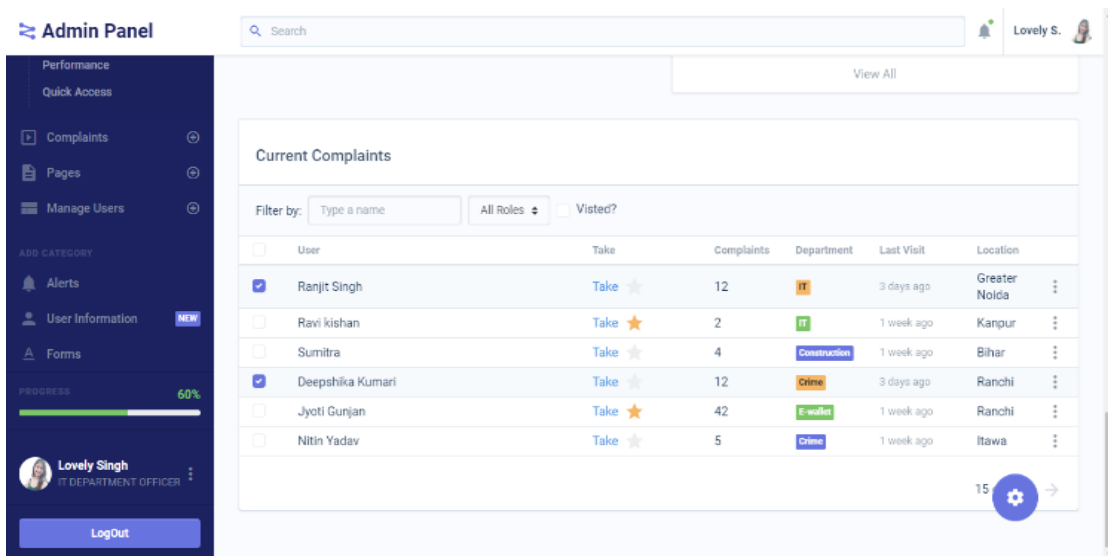
**Admin Panel:**



**Fig. 3.**Dashboard Page



**Fig. 4.**Dashboard Page

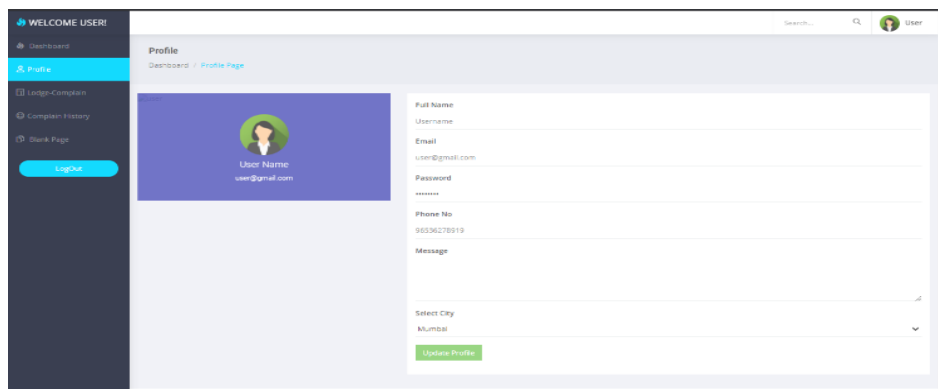**User Panel:**



**Fig. 5.**User Dashboard

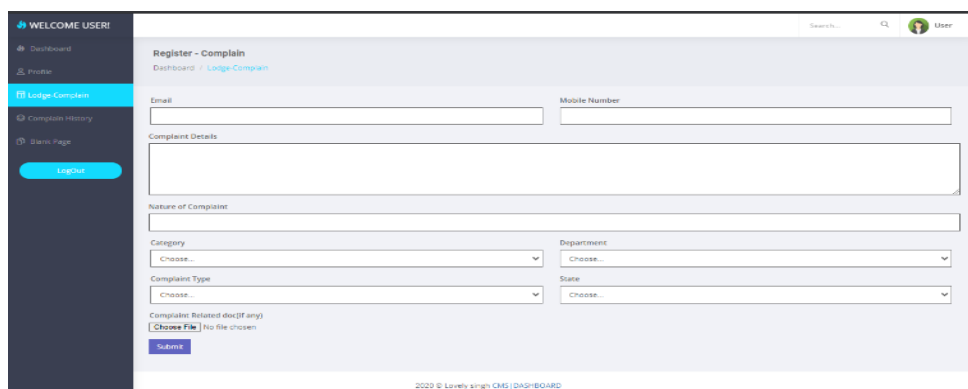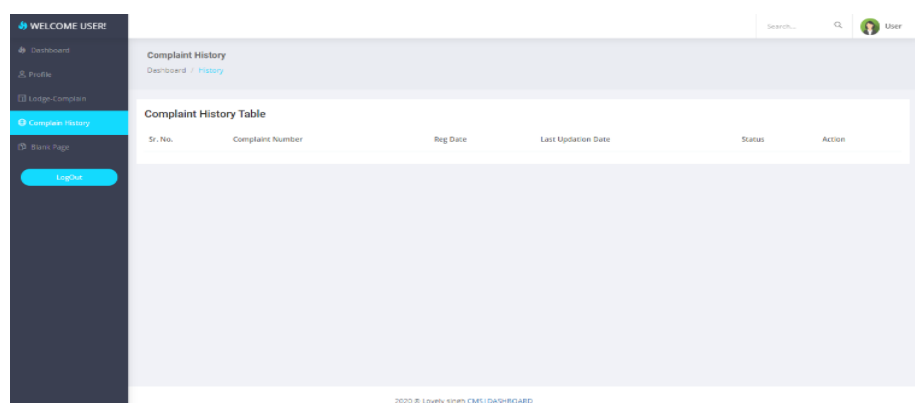**Fig. 6.**User Profile  Page



**Fig. 7.**Lodge Complaint Page



## 12. Conclusion

Application software has been computed successfully and was also tested successfully by taking "test cases". it's user friendly, and has required options, which may be utilized by the user to perform the specified operations. application software meets the knowledge requirements specified to an excellent extent. The system has been designed keeping in sight this and future requirements in mind and made very flexible.The goals which can be finished by way of the software program are Instant get admission to, Improved productiveness, Optimum usage of sources, Efficient control of records, Simplification of the operations, Less time interval and getting required information ,User friendly ,Portable and versatile for further enhancement

## References

1. Osman Nasr, Enayat Alkhider,"Online Complaint Management System", International Journal of Innovative Science, Engineering & Technology, Vol. 2 , Pp. 305-307,2015
2. Day, Ralph L., "Modeling Choices Among Alternative Responses to Dissatisfaction," in Advances in Consumer Research, 11, Thomas C. Kinner ed., Provo, UT: Association for Consumer Research, 1984, pp. 469-499

3.  Aditi Mhapsekar "Voice enabled Android application for vehicular complaint system using GPS and GSM- SMS technology," in World Congress on Information and Communication Technologies, 2012, pp. 520-524.
4.  Complaint", International Journal for Research in Engineering Application & Management (IJREAM), Vol-01, Issue 03, June 2015.
5.  R. Johnston, "Linking complaint management to profit," International Journal of Service Industry Management, vol. 12, pp. 60-69,2001.
6.  V. Bosch and F. Enriquez, "TQM and QFD: exploiting a customer complaint management system," International Journal of Quality and Reliability Management, vol. 22, pp. 30-37,2005.
7.  Miller, M. and Robbins, T. (2004) Considering customer loyalty in developing service recovery strategies. Journal of Business Strategies 21 (2): 95–109.
8.  Abdelfattah, T. and Samiha, M. (2008) Toward E-Knowledge Based Complaint Management. Tunis: University of Tunis.
9.  Stauss, B. and Schoeler, A. (2004) Complaint management profitability: What do complaint managers know? Managing Service Quality 14 (2/3): 147–156.
10. Karande, K., Magnini, V.P. and Tam, L. (2007) Recovery voice and satisfaction after service failure: An experimental investigation of mediating and moderating factors. Journal of Service Research 10 (2): 187–203..