Web Application for Complaint Tracking and Resolving

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Abstract - *Nowadays internet and the things that it connects us with worlds is everyday occurrence in person's life. There is not a person who doesn't know what internet is and not using it. In every aspect of life either it is personal or professional we use internet. It makes life easier. And to overcome unsatisfactory and unacceptable things or services by any organization we can use online complaint management system."WEB APPLICATION FOR COMPLAINT TRACKING AND RESOLVING" is web application developed for managing various complaints in the hostel and collage. Objective of our system is to make complaints easier to coordinate, monitor, track and resolve, and to provide organization with effective tool to keep records of complaint data, to use data for identifying problem areas and to improve service.*

Key Words: *Complaint, Track, Resolve, Client,*

1. INTRODUCTION

A Complaint management system is tool which is used to increase the performance of the organization. This system helps to locate the problem areas in the organizations. It provides fewer efforts in manual work. This is effective tool to resolve complaints in specific time constraint. Complaint Management System is useful for complaint tracking. This system works using internet. This system works in three modules where user can post their complaint along with uploading the photo and it is resolved by the responsible authority. Users can see the status of the previous complaints and according to the quality of the service user gives feedback to the system. If user forgot the password then user can recover the password through email. Where that authority is not capable to solve complaint in specific time constraint then he/she gives the reason to the administrator why the complaint is not resolved. Then according to the condition action can be taken. Administration takes action towards complaint. Where administrator have rights to see all complaints from various areas and also see feedbacks given by users for specific complaint. Administrator

monitors the system and takes appropriate action to improve the quality of the service.

2. LITERATURE REVIEW

Julia Meik, Christiain Brock and Markus Blut [1]"Complaining Customers as Innovation Contributors". This process an under researched field of customer integration into service innovation processes by combining knowledge from two substantive research areas- customer complaint management and service innovation management.

Yooncheong Cho, Roxanne Hilz, Jerry Fjermestad [2] "An Analysis of Online Customer Complaints: Implications for Web Complaint Management", it includes handling customer dissatisfaction accompanies web customer complaint management and e-CRM. It provides excellent online customer services and responds to customer complaints fast.

Osman Nasar, EnayatAlkhider [3] "Online Complaint Management System", complaint management system is to make complaint easier to co-ordinate, monitor, track and resolve and to provide company with an effective tool to identify target problem areas, monitor complaints.

Jin-Lan Liu, Jiankang, Yin Bai, Xin Zhang [4] "The Study of Customer Complaints Management Based on System Dynamics: Modelling and Simulation', based on the relationships among customer satisfaction repeated purchases customer loyalty complaint voicing rate and complaint dealing ability.

3. PROBLEM STATEMENT

This research focused on how to track complaints. In our proposed system we provide web application for posting complaints raised in organization. Based on complaint type related authority take action and try to solve complaint as early as possible so because of such services time factor and paper work for writing the complaints and maintaining the complaint records in complaint book is decreased. So manual work required for complaint tracking and resolved are reduced.

3.1 EXISTING SYSTEM

In current system, complaints can be written in complaints book and it was time consuming process. Sometime there should be problem that responsible people didn't resolve the complaints on time and higher authorities don't have idea about it. So the proposed system overcomes the existing system by providing easy way to register complaint and track, monitor complaint. It also reduce processing time, improve user service and organization standard.

Existing system having following drawbacks:

1. To maintain complaint book

2. More manual efforts

3. Requires more time for process

4. Every time went to complaint registration office

This current system is very helpful in resolving dissatisfaction of person by handling complaint in timely and cost efficient way. It gives the information that will be helpful in improving services by organization. Therefore it preserve user right and raise concerns about their dealings with organization.

4. PROPOSED SYSTEM

The proposed solutions for the existing system are as follows:-

- User Friendly: This web application is user friendly so user can easily use this system.
- Complaint tracking functionality: User can track status of the system and the admin can easily identify the problematic area in the organization.
- Easy to maintain: This web application is useful to maintain and handle complaints easily.
- Reduce the time: Within specific time constraint and cost-effective way it resolves problems of users.

4.1 Project Design

i. This web application which contains two modules one is user and another is administrator/ authority side.

ii. It means there will be client-server relationship in this application. Users who post their complaint and administrator take review of that complaint and take action regarding the complaint.

iii. Users are many who use this system so every user has unique identity which is user email ID.

iv. All complaints posted by the user having the unique complaint ID so the user can easily track the complaint status.

a. User side:
  i. User will open that application first screen contains information about organization then login form three options says who you are user, admin or authority person she/he will choose user. And then user can login.

  ii. If user is new then user registers their self. In the registration form parameters like email ID which is unique entity and other personal information like name, password, gender, phone number, address, etc are provided.

  iii. If user forgot his password then the user can reset his password by using forgot password form.

  iv. After that user post their complaints. After registering complaint user know his complaint unique ID.

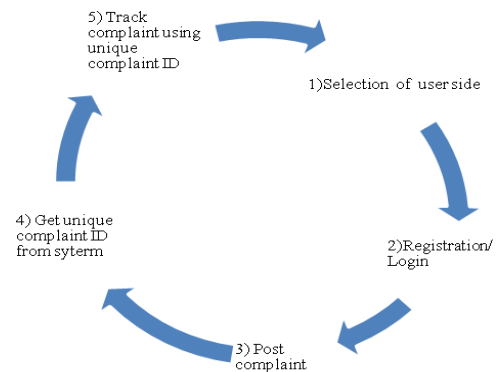 v. Then using that complaint user can check status of the complaint.

Fig 4.1: Flow of User side

b. Admin/Authority side:
  i. Admin or authority will open the application and choose as authority/ admin. And then login with username and password.

  ii. If authority is new for the system then he/ she can register their self in the system.

  iii. After login into the system admin can see the all complaints regarding various areas. If there is any problem regarding solving complaint admin can take action based on the condition.

iv. If the person is authority then he/ she can only see complaint regarding their department not all complaints.

v. Then that authority person takes action against the complaints. And after resolving complaint update complaint is resolved.
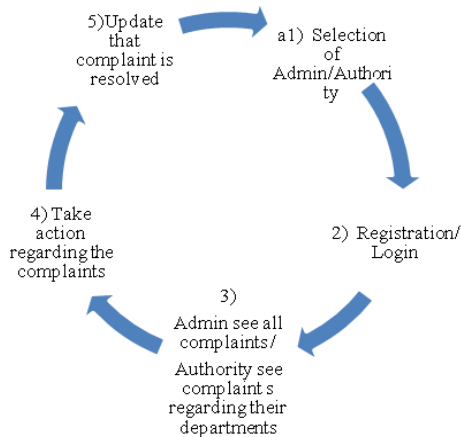

Fig 4.2: Flow of Admin/Authority side

5. IMPLEMENTATION

This is the main index page of our web application. From this page user can log into web application. This page also provides link to the authority login page, admin login page, forgot page for user, and registration page for new user.

This page for system user, admin, authority who want to use into web application
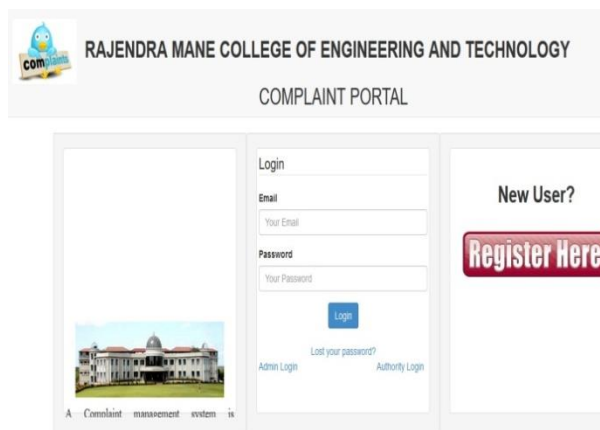
Fig 5.1: Home screen

By using this page user can register for the system.
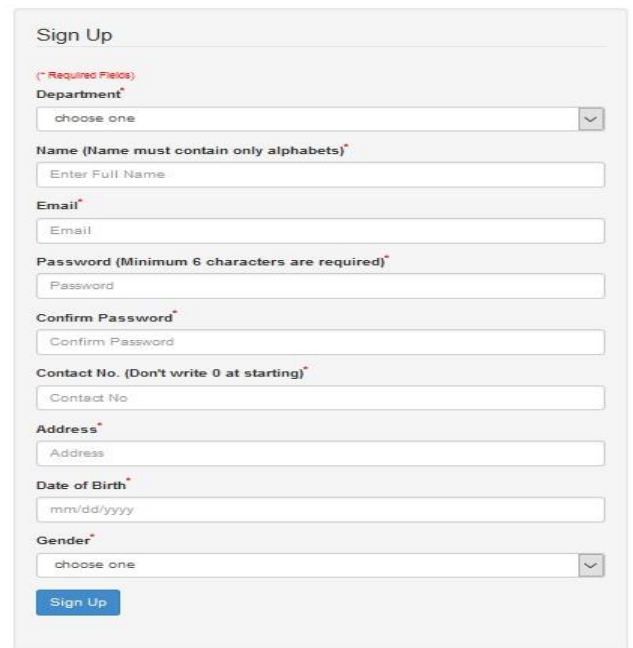
Fig 5.2: Registration page

After login into page user can make and post complaint from this page.
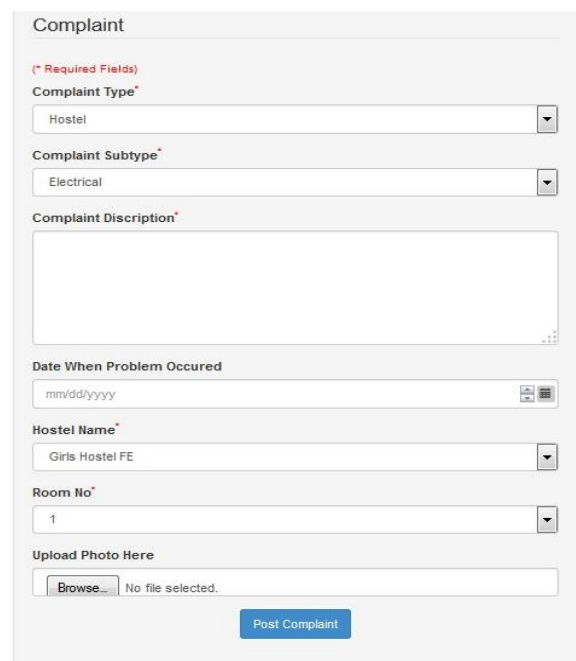

Fig 5.3: Complaint form for user

Admin Dashboard:

In this page admin can see the count of users, authorities, pending and complete complaints. Links provided on this

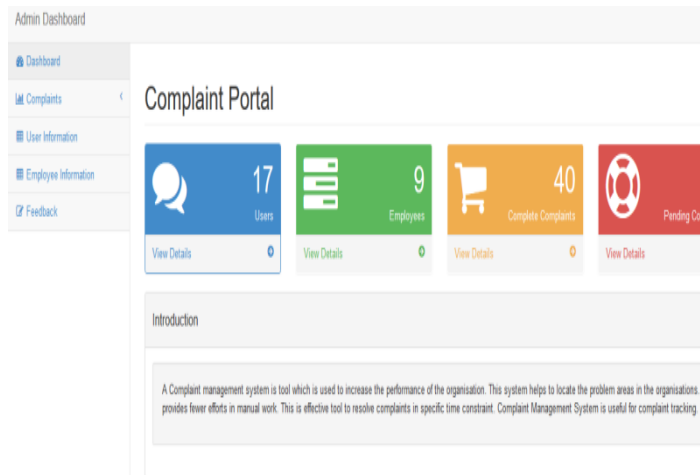page for see the pending; complete complaints for several areas admin also print these complaints.

Fig 5.4: Admin dashboard

By using this page user can see his resolved complaints.
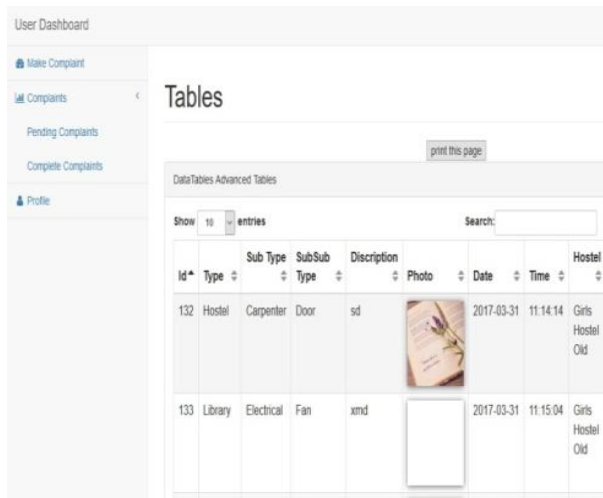
Fig 5.5: Complete complaint page for use
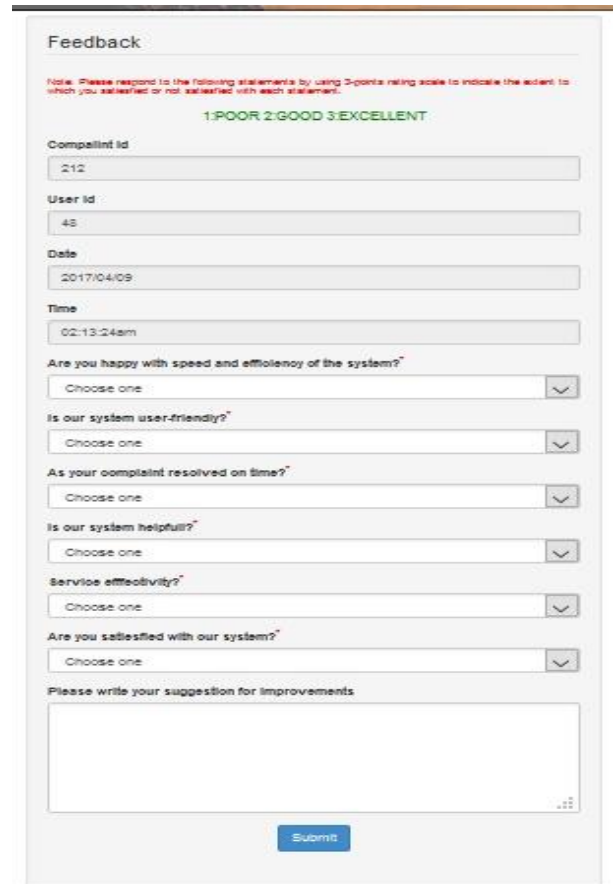
This page used to give feedback for specific complaint.

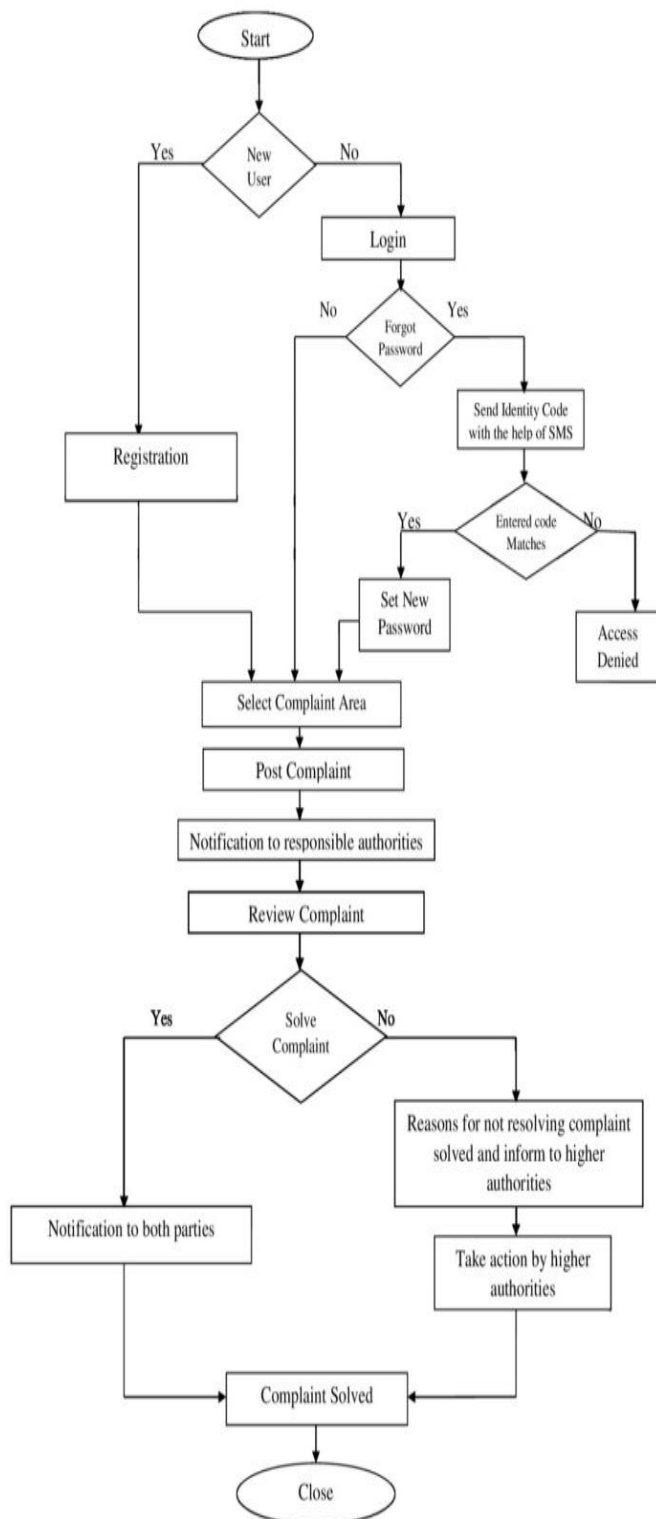Fig 5.6: Feedback from

Flowchart

Fig 5.6: Flowchart of proposed system

6. CONCLUSION

The "Web Application for Complaint Tracking and Resolving" system overcomes problems of the existing system by providing easy way of solving the problems which are faced by the user. It also reduces processing time; improve user services and organization standard. This proposed system is very helpful in reduce dissatisfaction of person by handling complaint timely. This system provides less paper work, better insight to problem, easy to track complaints, locate the problem areas in the organization, resource utilization, less processing time, managing records, ease of access, and concern of organization towards the users. Up to this stage we created basic GUI for user registration, complaint registration and done the database connectivity.

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