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Student Complaint Management System Using Django

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ABSTRACT: The Student Complaint Management System (SCMS) is an innovative software solution designed to streamline the process of handling complaints within educational institutions. With the increasing complexity of student grievances and the need for efficient resolution mechanisms, SCMS offers a centralized platform for lodging, tracking, and resolving complaints effectively. The system provides a user-friendly interface for both students and administrators. Students can easily submit their complaints online, specifying relevant details such as the nature of the issue, date details. Upon submission, complaints are automatically routed to the respective department or personnel responsible for addressing them, ensuring prompt attention and timely resolution. Administrators can monitor the status of complaints in real-time, assign tasks to relevant staff members, and escalate unresolved issues as necessary. SCMS can provide an option for students to submit complaints anonymously, allowing them to raise concerns without fear of retaliation

KEYWORDS: Admin, Student, Grievance, Faculty, Complaints.

I. INTRODUCTION

The Student Complaint Management System (SCMS) serves as a pivotal tool for educational institutions to address and resolve student grievances efficiently and effectively. By providing a structured framework for lodging, tracking, and resolving complaints, the SCMS enhances student satisfaction, fosters a positive learning environment, and promotes institutional transparency and accountability. A Student Complaint Management System (SCMS) is a digital platform designed to facilitate the submission and resolution of student concerns in educational settings. It offers an intuitive interface for students to submit their issues online, categorizes and prioritizes these concerns for effective handling, and allows for real-time tracking of their status. This system enhances communication between students, faculty, and administration, promoting transparency and timely resolution. Additionally, SCMS provides valuable data through reporting and analytics, enabling institutions to identify trends and areas for improvement. Overall, SCMS aims to enhance the student experience by streamlining the complaint-handling process and fostering a more responsive educational environment.

RELATED WORK

Dolinsky, a. L. (1994).

Resolving student complaints: A changing role for college and university ombudsman. Journal of college student development In dolinsky's 1994 paper, "resolving student complaints: A changing role for college and university ombudsmen," the author delves into the evolving responsibilities and functions of ombudsmen within higher education institutions. The study examines the shifting landscape of student complaints and the increasing demand for alternative dispute resolution mechanisms in addressing grievances.

Barlow, J. (1996).

Customer satisfaction: A key to survival in the third millennium. ASQC quality press. In his 1996 work, "customer satisfaction: A key to survival in the third millennium," barlow explores the fundamental importance of customer satisfaction in ensuring the survival and success of businesses in the rapidly evolving landscape of the third millennium. Drawing on principles of quality management and customer service, barlow emphasizes the critical role that satisfied customers play in driving business growth, fostering loyalty, and maintaining competitive advantage.

Afify, A. A., Mousa, A., & Salem, M. B. (2011).

Service-oriented complaint management system for e-charity. *Journal of systems and information technology*, 13(4), 366-383. In their 2011 study, afify, mousa, and salem present a service-oriented complaint management system tailored specifically for e-charity organizations. The system aims to address the unique challenges faced by e-charities in managing complaints effectively while maintaining a high level of service quality and transparency. Leveraging a service-oriented architecture, the system provides a framework for integrating diverse complaint handling processes and functionalities into a cohesive and scalable platform.

Alve, R. (2017).

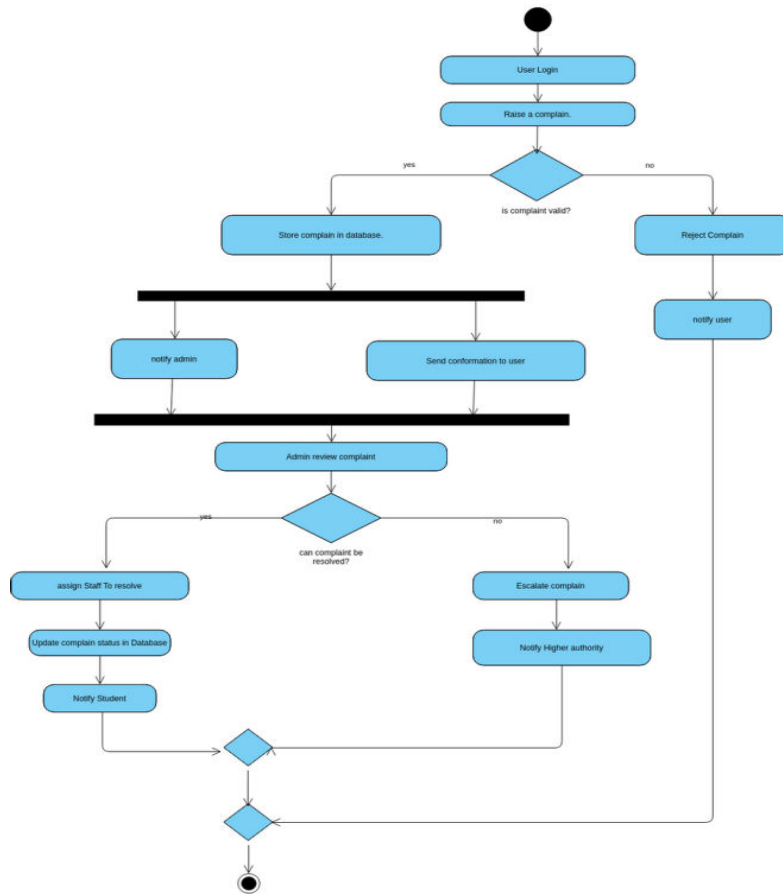
Design of web application for complaint tracking and resolving. *International journal of engineering and technology*, 9(6), 4376-4380. In the 2017 paper authored by alve, the focus lies on the design of a web application tailored specifically for tracking and resolving complaints. The study addresses the need for efficient complaint management systems in various domains by proposing a web-based solution aimed at streamlining the process of handling grievances. The designed application incorporates user-friendly interfaces and intuitive navigation to facilitate ease of use for both complainants and administrators.

Dolinsky, A. L. (1994).

Resolving student complaints: A changing role for college and university ombudsman. *Journal of college student development* In dolinsky's 1994 paper, "resolving student complaints: A changing role for college and university ombudsmen," the author delves into the evolving responsibilities and functions of ombudsmen within higher education institutions. The study examines the shifting landscape of student complaints and the increasing demand for alternative dispute resolution mechanisms in addressing grievances. Dolinsky explores the role of ombudsmen as impartial mediators tasked with facilitating communication, resolving conflicts, and advocating for fair treatment of students.

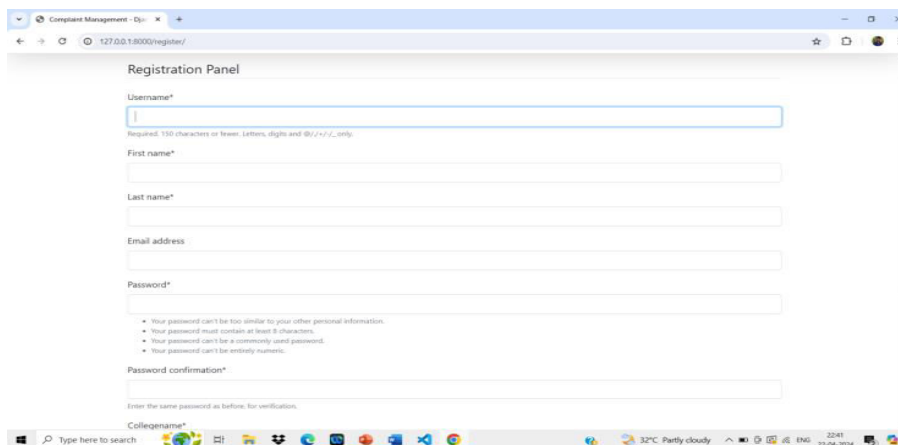
II. METHODOLOGY

The proposed Student Complaint Management System (SCMS) will revolutionize how educational institutions handle student grievances. It will feature a user-friendly interface allowing students to submit complaints conveniently from any device with internet access. The system will automate complaint routing based on predefined criteria, ensuring prompt attention and resolution. Real-time tracking features will enable students and administrators to monitor complaint status transparently. All complaint records will be stored in a centralized database, facilitating easy access and analysis by authorized personnel. Robust reporting and analytics tools will provide insights into complaint trends and performance metrics. Implementation will involve a comprehensive needs assessment, system design, development, testing, and training for administrators and staff. Deployment will ensure seamless integration with existing systems and processes. Continuous evaluation and improvement will optimize system functionality and user experience over time. Ultimately, the SCMS will enhance student satisfaction, institutional effectiveness, and organizational excellence. The system is designed to accommodate the needs of institutions of varying sizes and complexities, ensuring scalability as the institution grows. Enhanced Student Satisfaction. A user-friendly interface accessible from any internet-enabled device allows for convenient complaint submission and tracking, enhancing accessibility for all stakeholders. Real-time tracking features provide students and administrators with visibility into the status of complaints, fostering trust and accountability. Fig(1) Represents the Architecture.



III. EXPERIMENTAL RESULTS

Figures shows the results of the project Fig(1) shows the Registration Page Fig(2) represents the Login Page Fig(3) Represents the Student / Faculty Login Fig(4) represents the Complaint addition.



FIG(1)

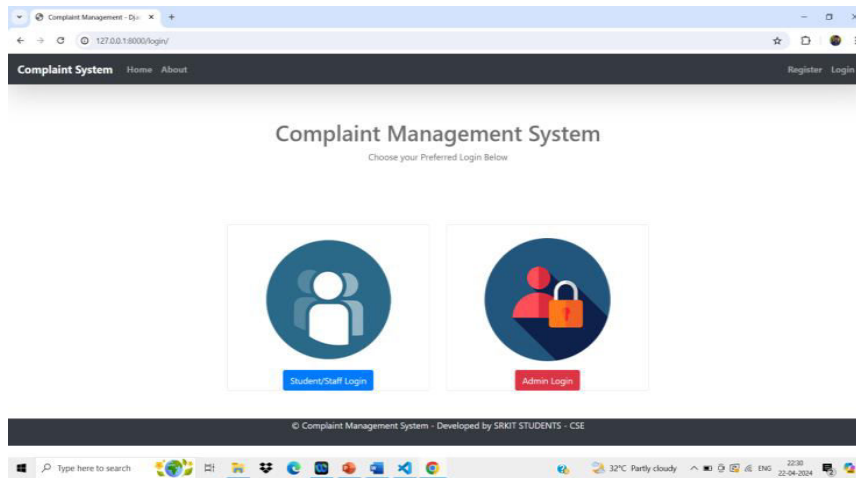


Fig (2)

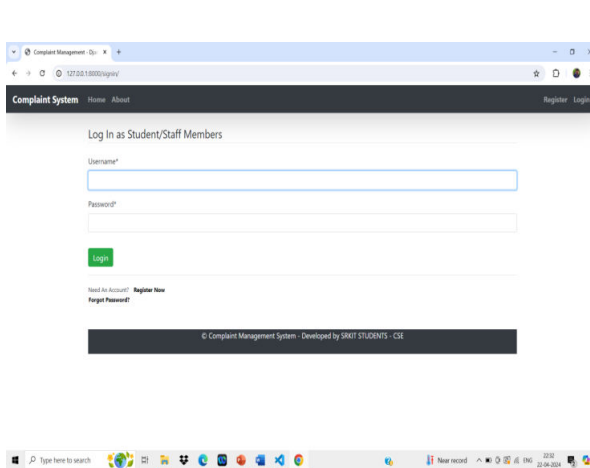
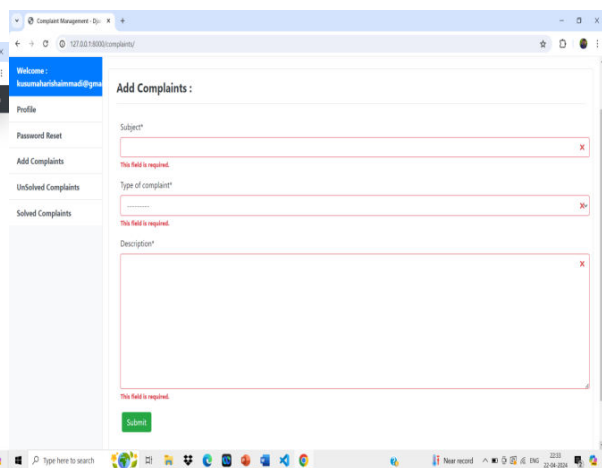
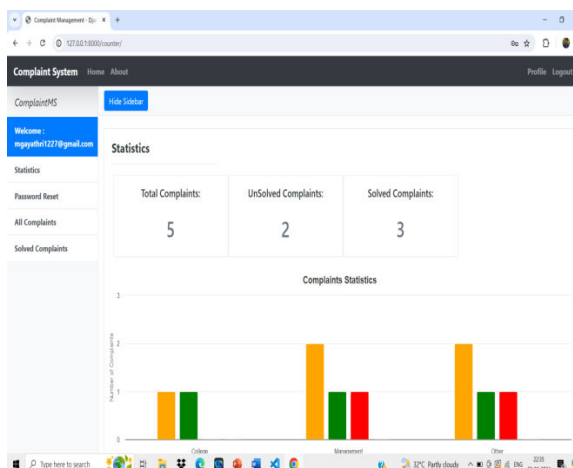


Fig (3)



Fig(4)

Fig(5) Represents the Statistics of the all complaints Fig(6) represents the Status of complaints.



Fig(5)

ID	User	Subject	Complaint Type	Issued	Desc	Status	Actions
1	cpm01	management issue	Management	March 30, 2024		Pending	Details Submit
2	cpm01	management issue	Other	April 22, 2024		Pending	Details Submit

Fig(6)

The implementation of a Student Complaint Management System (SCMS) offers multifaceted benefits to educational institutions and students alike. By harnessing technology to streamline complaint handling processes, the SCMS enhances efficiency and transparency in addressing student grievances. Real-time tracking and centralized databases provide stakeholders with visibility into complaint status and facilitate informed decision-making. Additionally, robust reporting and analytics tools enable institutions to identify trends, address systemic issues, and continuously improve their complaint management practices. Through comprehensive training and support, the SCMS ensures effective utilization and adoption by administrators and staff. Ultimately, by prioritizing student satisfaction and organizational excellence, the SCMS contributes to fostering a positive learning environment and upholding the institution's commitment to student welfare and success.

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