



Campus Complaint & Suggestion Kiosk System

Author 1- Akansha Mangalage, Author 2- Asst. Prof. Kalbande R.M, Author 3- Pragati Dikule, Author 4- Aishwarya Masare, Author 5- Rohini Gadade

1) Designation of 1st Author - Student, 2) Designation of 2nd Author – Asst. Prof. Kalbande R.M, 3) Designation of 3rd Author - Student, 4) Designation of 4th Author - Student, 5) Designation of 5th Author - Student

Abstract: -

The Campus Complaint and Suggestion Kiosk is a web-based application designed to streamline the process of lodging, tracking, and resolving student complaints and suggestions within an educational institution. The system provides separate login portals for students, class coordinators (CC), heads of department (HOD), and the principal, ensuring a structured hierarchy of complaint review and resolution. Students can submit complaints or suggestions, which are automatically routed through different levels of authority until resolved. The platform features an intuitive interface, secure login credentials, and dynamic status updates using client-server communication via restful APIs. This kiosk promotes transparency, accountability, and efficiency in grievance redressal while reducing paperwork and manual follow-ups within the campus environment.

Introduction: -

The Campus Complaint and Suggestion Kiosk is an online platform developed to simplify communication between students and college administration. It allows students to easily submit complaints or suggestions and track their progress online. Faculty members and administrators can review, take action, and update the status of each complaint, ensuring timely resolution. This system helps create a transparent, efficient, and paperless process for managing student feedback within the institution.

Literature Review: -

Several research studies highlight the need for digital grievance systems in educational institutions to replace manual, paper-based methods. Earlier systems faced issues like delay, lack of transparency, and difficulty in tracking complaints.

Recent works propose web-based and role-based complaint management systems that involve hierarchical workflows from student to coordinator, HOD, and principal — ensuring accountability and faster resolution. These systems commonly use technologies like HTML, CSS, JavaScript, and databases such as MySQL or Firebase for data storage.

Studies also emphasize the importance of real-time status tracking, secure authentication, and user-friendly interfaces. However, many systems still lack automation, notification alerts, and analytical dashboards for complaint trends.

The proposed Campus Complaint and Suggestion Kiosk follows these modern approaches by providing a transparent, role-based complaint flow. It addresses limitations of manual systems while leaving scope for future enhancements like mobile integration and automated notifications.

Keyword: Campus management, web-based system, complaint portal, feedback system, student grievance redressal.

Literature Survey

Existing systems for complaint management are often limited to manual records or simple online forms without status tracking. Research shows that using web-based applications improves data management and accountability in educational settings. Similar platforms in universities have demonstrated faster grievance resolution and higher student satisfaction. The proposed kiosk builds on these concepts by incorporating a multi-level approval process and real-time status updates.

Problem Definition and Scope

Problem Definition:

The traditional method of handling student complaints lacks efficiency, transparency, and real-time updates.

In most educational institutions, the process of handling student complaints and suggestions is manual, time-consuming, and lacks transparency. Students often have to approach faculty members or administrative offices in person, which can lead to delays, communication gaps, and sometimes unresolved issues.

There is also no proper tracking mechanism for complaints once they are submitted, making it difficult for students to know the progress or outcome. Similarly, staff and administrators face challenges in organizing and responding to multiple complaints efficiently.

The problem, therefore, is to design a centralized, role-based, and digital system that enables:

Easy submission of complaints and suggestions by students.

Step-by-step review and forwarding by class coordinators, HOD, and principal.

Transparent tracking of complaint status from submission to resolution.

Reduction of paperwork and faster grievance handling within the campus.

Scope of the Project

The Campus Complaint and Suggestion Kiosk aims to provide an online platform that automates and simplifies the entire complaint-handling process in colleges.

In scope (features implemented):

Secure login for Student, Class Coordinator (CC), HOD, and Principal. Complaint submission form with student details (name, branch, roll number, etc.).

Suggestion form for general feedback.

Role-based dashboards to view, review, and act upon complaints. Complaint status tracking (Pending, In Process, Resolved, or Rejected). Data management using client-server interaction (Fetch API) to communicate with backend APIs like `/api/add_complaint` and `/api/update_status`.

Out of scope (for future work):

Integration with an actual database for permanent storage.

Real-time notification system (email/SMS).

Mobile application or dedicated kiosk hardware.

Analytics and reporting features for administration.

System Design and Implementation

The Campus Complaint and Suggestion Kiosk is designed to provide an efficient, transparent, and user-friendly platform for managing student complaints and suggestions within an educational institution. The system design follows a modular and layered architecture consisting of the user interface, application logic, and backend data management components.

System Design

The design phase focuses on structuring the system into different functional modules that work together to achieve the main objective of complaint management. The system supports multiple user roles such as Student, Class Coordinator (CC), Head of Department (HOD), and Principal, each with specific privileges and responsibilities.

1. User Interface Design:

The interface is developed using web technologies like HTML, CSS, and JavaScript. It provides a clean and responsive layout for interaction between the user and the system. The interface includes login pages, complaint and suggestion forms, and status tracking tables. Each user role has a customized view to perform relevant actions efficiently.

2. Application Logic:

The application logic controls the behavior of the system and manages the flow of complaints. It handles functions such as authentication, complaint submission, data validation, and role-based access control. The logic ensures that complaints progress through a hierarchical approval process from the student to the class coordinator, then to the HOD, and finally to the principal.

3. Database Design:

The database stores user credentials, complaint details, and status updates. It maintains integrity and consistency of data across all users. Tables are created for users, complaints, and suggestions, linked through unique identifiers. The database ensures secure storage and easy retrieval of complaint records.

4. System Architecture:

The overall system follows a client-server architecture where the client side (browser) handles the user interface and interactions, while the server side manages data storage and business logic. The communication between client and server occurs through APIs, ensuring reliable data exchange and scalability.

System Implementation

The implementation involves converting the design into a functional web-based application. The development process includes coding, testing, and integrating various components.

1. Login and Authentication:

Users log in with role-based credentials. After authentication, the system redirects users to their respective dashboards, ensuring access control and data privacy.

2. Complaint Submission and Tracking:

Students can submit complaints by providing required details. The complaint is stored in the database and forwarded through successive authorities. Each authority can review, forward, or reject the complaint. The status of each complaint is updated and displayed to the student in real-time.

3. Suggestion Handling:

Suggestions from students are recorded separately and made available for review by the concerned authorities. This module encourages student participation in improving campus facilities and administration.

4. Status Management:

Each complaint passes through multiple stages Pending, In Process, Forwarded, or Resolved. The authorities can update the status at each stage to reflect the progress.

5. Output and Reports:

The system generates complaint status reports and summary lists, which help authorities in analyzing the types of issues raised and their frequency. These reports assist in decision-making and administrative planning.

Results and Discussion

The implemented system allows students to easily submit and track complaints. Administrative users can view, approve, reject, or forward complaints at different levels. The application provides transparency and reduces delays caused by manual communication.

Reference

Sabando, C. M. (2023). Strengthening COVID-19 Health Policy to Reopen the University for Face-To Face Classes in the New Normal. <https://doi.org/10.5281/zenodo.7506471>. [16] Sabando, C.M. (2022). Research in the Academe: Addressing Significant Challenges to Improve Research Practices.

https://www.researchgate.net/publication/371948249_Research_in_the_Academe_Addressing_Significant_Challenges_to_Improve_Research_Practices/references. [17] Sabando, C. M., & Alo, E. B. (2021). The Quality and Utilization of School Health Services of a State University in the Philippines. Philippine Social Science Journal, 4(3), 113-122. <https://doi.org/10.52006/main.v4i3.394>. [18] Sabando, C. M., Catubig, J. R.

F., & Blanca, S. D. (2023). Employability Tracer Study of Bachelor of Science in Hotel Restaurant Management <https://doi.org/10.5281/zenodo.7503834>.

Conclusion

The Campus Complaint and Suggestion Kiosk offers a reliable and efficient solution for managing student grievances. It automates the complaint process, ensures accountability, and minimizes paperwork. The system contributes to a more responsive and transparent administration. In the future, features like email alerts, analytics dashboards, and mobile app integration can be added to enhance usability.

