

# Complaint management system



**SESSION (2014-2016)**

Submitted By

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**SCHOOL OF PROFESSIONAL ADVANCEMENT  
UNIVERSITY OF MANAGEMENT & TECHNOLOGY, LAHORE**

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## **DEDICATION**

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*DEDICATED TO OUR RESPECTED PARENTS AND FAMILY WHOSE UTMOST LOVE, CARE AND STRUGGLE AGAINST ALL ODDS BROUGHT US TO THIS HEIGHT OF KNOWLEDGE AND ENCOURAGED US TO COMPLETE THIS DEGREE AND WERE MAJOR DRIVING FORCE BEHIND OUR ALL EFFORTS WITH THE BLESSINGS OF ALMIGHTY ALLAH*

## ACKNOWLEDGEMENT

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We are thankful to **ALMIGHTY ALLAH** who gave us courage and passion and prayers of our parents and teachers to achieve the goal that was necessary for the degree. Although it was not an easy task, with the useful direction, kind supervision and co-operation of **Mr. Abdul Haseeb Shujja**, it became easy for us to complete the research work. We are really grateful to our Project Supervisor because of his profound interest and encouragement throughout the project work.

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# COMPLAINT MANAGEMENT SYSTEM

SESSION (2014-2016)

This project is submitted to the School of Professional Advancement, University of Management & Technology Lahore, for the partial fulfillment of the requirement for Master Degree in Information and Communication Technology.

Approved on: \_\_\_\_\_

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## **ABSTRACT**

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*The need for a complaint management system by “Cotton Web Limited” for its IT Department open up an opportunity. This opportunity presented itself as a system which takes in multiple complaints spread over two different areas and multiple departments which could access to the system and thus get these complaints solved and also for the evaluation of the IT Department itself to know of how many complaints were posted and how long was the response time for them.*

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## **INTRODUCTION**

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# 1. INTRODUCTION

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## 1.1 Project Overview

Complaint Management System, an IT solution for the client that enable their IT Head to track IT related queries.

The proposed system will perform the following functional tasks

- Track the ongoing complaints.
- Analyze the complaint type, its reason and requirement of the complainant.
- Assign complaint to trouble shooting person to ensure that complaint is resolved.
- Registration, attendance and resolution time can be maintained and analyzed.
- Complaint status will be updated after successful resolution.
- This Complaint management system will work internally for the companies IT department.

As a complaint is registered, it generate a complaint registration reference number, complaint type, person appointed for the resolution and the time being involved in the attendance and resolution of the complaint