COMPLAINT MANAGEMENT SYSTEM

The complaint management system of the Udayanath Autonomous college of Science and Technology,Adaspur, Cuttack, Odisha is composed of the following members –

- Principal
- Administrative Bursar
- Coordinator IQAC
- One Senior Faculty member from each stream
- Convener

The Complaint Management System is designed to handle the following tasks:

- Notify the designated individual upon receipt of a complaint or application.

- Alert relevant higher authorities if the complaint needs escalation.

- Allow complainants to check the status of their application at any time via SMS/WhatsApp.

Objectives

- Create a complaint management system to efficiently handle and track complaints or applications submitted.

- Provide a centralized platform to review and update the status of complaints.

- Enable to submit complaints either through SMS or WhatsApp or via email on the web or drop in the Complaint Box.

Advantages

- One can submit complaints at any time, offering flexibility and convenience.

- Complaints are promptly assigned to the appropriate departments based on predefined rules, ensuring efficient handling. Additionally, employees receive regular updates on the status of complaints.