Development of a Web-Based Complaint Management Platform for a University Community.

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- **Abstract:** Complaint management has served as a unique and efficient method of assessing student and staff satisfaction in any university community. It has helped foster improvement and change in the way operations are carried out and ensure that the students and staff are served to the best of the University's ability. Although there have been massive improvements using complaint management, there is still a lack of efficiency when it comes to manual complaints management. This work is aimed at developing a web-based complaint management system for a University community with the use of JavaScript as the programming language and MongoDB server as the database, in order to improve the way complaints are handled and analyzed in the University. It was discovered from this research that students were genuinely interested in an online platform for submitting complaints as it helped to simplify the process. The web-based complaint management system is, however, subject to various improvements and developments as technology advances.