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Grievance Management System

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ABSTRACT: The purpose of the Grievance Management System is to manage the complaint raised by the students and staff of the institute. The system has three stakeholder Admin, Service Team and Users. It also has the different categories for complaint having priority as high, medium and low. For high priority complaint the time allotted to resolve the complaint is 6 hours, for medium priority complaint time allotted to resolve the complaint is 8 hours and for low priority complaint the time allotted to resolve the complaint is 10 hours. Admin has the function to add department, add categories, add sub- categories, manage users, add sub-admin and manage user logs. Service Team consists of 2 level, Level 1 as service manager and Level 2 as service engineer. The work of service team is to resolve the complaint raised or lodge by the user. First the complaint will go to level 1 i.e., service manager if the service manager is not able to solve the complaint within the allotted time, then it will automatically escalate to level 2 i.e., service engineer. The main task of the service team is to resolve the complaint and update the status of complaint as in process, not yet process and closed. The user of the system is staff as well as students, both are able to lodge the complaint, check the action of complaint. They are also able to update their profile, change password. While raising the complaint user has to select the category, sub-category, complaint type, department, and upload a document for proof is optional.

Overall, the system will help user to come forward and lodge their complaint without any fear. The complaint is confidential between the service team and the user.

KEYWORDS: Grievance, complaint, Service Team, Service Manager, Service Engineer, Escala

I. INTRODUCTION

1. A Grievance or a complaint can be described as a statement expressing dissatisfaction about an action/service or lack of services in the Institution requiring immediate remedial action.
2. In many circumstances students fail to state their issues and sometimes fail to seek out proper support for the issue they are facing in the Institute .
3. The issues either related to academic or non academic. On analysing the above mentioned problems we designed Student Grievance Management System to deal with the grievance and to seek the redressal.
4. The web application builds a platform for the students and staff to lodge the arising conflicts in their daily walk of lives.
5. In the web application user can address their complaints which are forwarded to the Grievance Committee.
6. The Committee will forward the valid complaints to the Institute or Department supporting the sensitivity of the matter.

II. LITERATURE SURVEY

The paper Online Grievance Management System at Institute Level proposed by Mohan, P. Poorna Chandra, E. Vijay in year 2019 provide optimised solutions for the student grievances. The proposed system had capable to complete the process automatically by using our application. grievance from lower level to critical level is done automatically. Students can able to track the grievance once the complaint has been registered and ensures the transparency of data.

The paper a web Portal for Student Grievance Support System proposed by Jincy Denny, Ramya Chandra in year 2021 the proposed model uses the mechanism of transforming manual to automation.

The complaint can be lodge on the level of university, college, course and department and also based on the category transportation, scholarship, lecture time table etc Students and cell members are provided with a chat box where they can discuss regarding the grievance.

The paper Web Portal for Effective student Grievance System proposed by K. Aravindhan, Periyakaruppan in Year 2020 Ensures that the issues faced by the students in various domains can be lodged easily and obtain solution. Student can provide any document as a proof, which makes the complaint strong.

III. OBJECTIVES

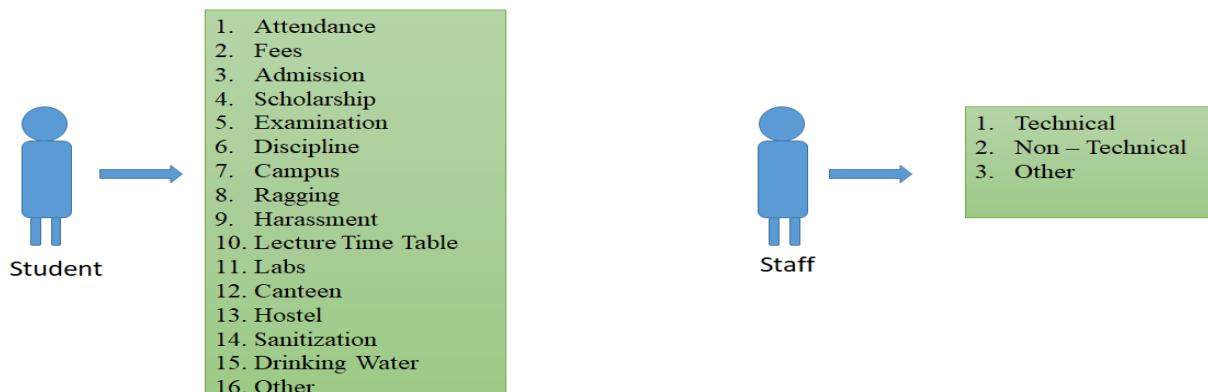
1. To allow student to register their complaints related to the resources and infrastructure like hostel, mess and parking used by them within the campus through a simple single interface, which is an integration of several campus complaint registry systems.
2. Provide a complainant with access to an open and responsive complaints handling process.
3. Enable an organisation to identify trends and attempt to eliminate causes of complaints and improve the organisation's operations.
4. Assist college to create a customer focused approach to resolving complaints.
5. Provide a basis for continual review and analysis of the complaints handling process and the resolution of complaints

IV. SCOPE OF PROJECT

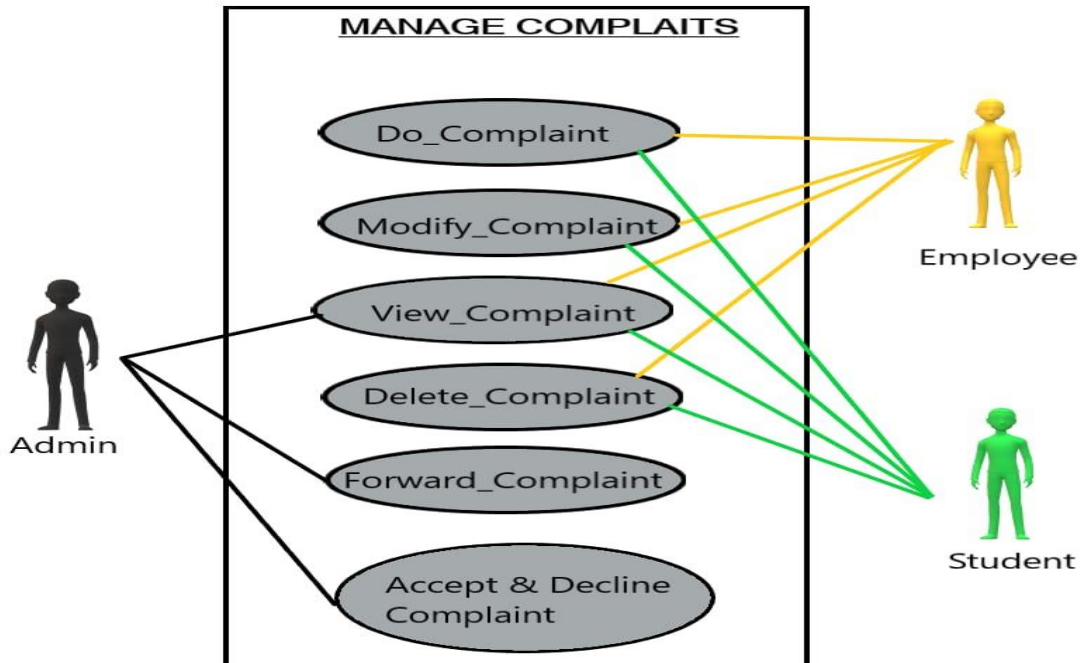
1. The scope of the study is extended only to the staff and students working in the Agnihotri college of engineering .
2. It does not cover Staff and students working in other colleges and in other cities.
3. To fulfil the objectives of this research, the study is undertaken to analyse the grievance management system followed at Agnihotri college of engineering . Wardha

V. STAKEHOLDERS

- A Grievance is that the dispute that arises at any level of organization. In an education organization, a student's community is the most vulnerable entity.
- In many circumstances students fail to state their issues and sometimes fail to seek out proper support for the issue they are facing in an organization.
- This web application help them to discuss their issues as follows :



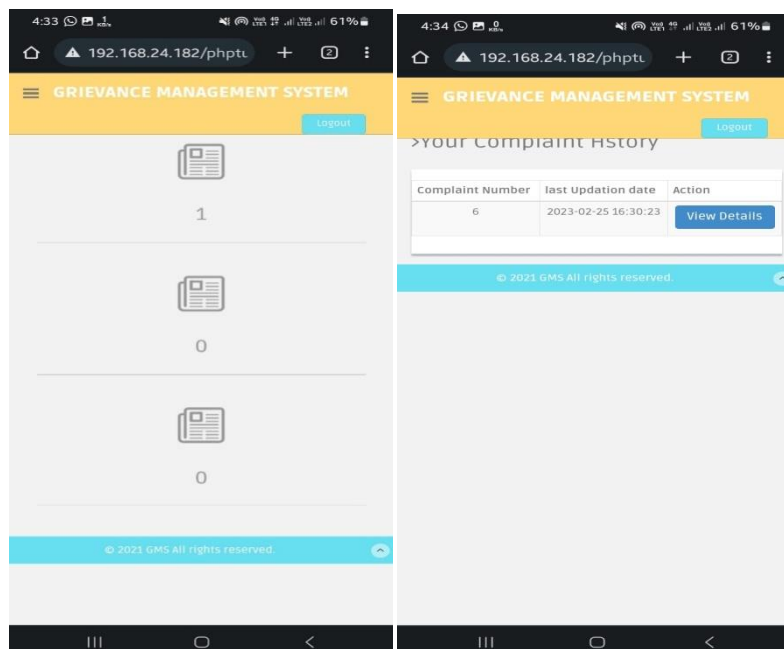
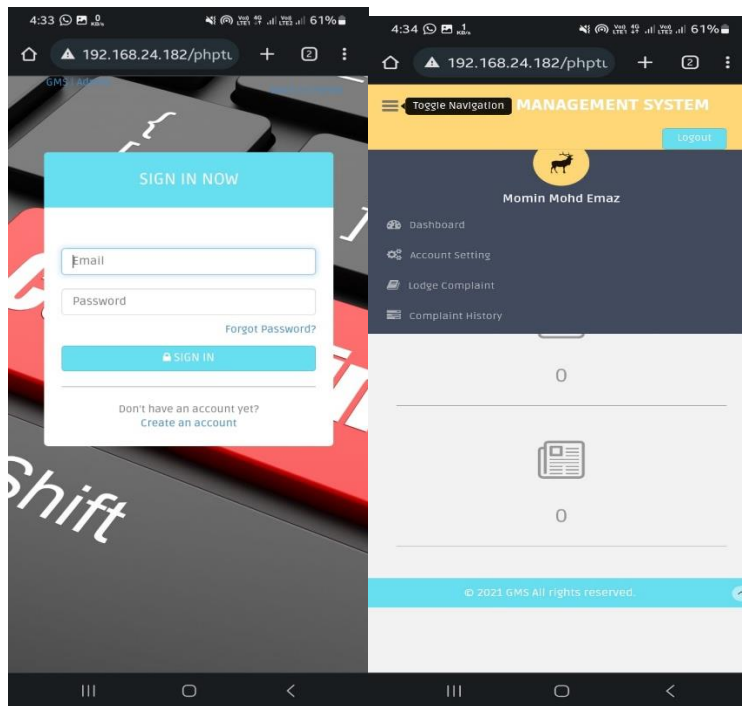
VI. USE CASE DIAGRAM



VII. PROPOSED SOLUTION

1. The idea is to automate the entire complaint process.
2. Sending grievance from lower level to critical level is done automatically.
3. User can able to track the grievance once the complaint has been registered.
4. Grievance can be lodged based on different domains.
5. User can provide any proof of document to make the complain strong.
6. Admin can track the complete and pending request. Even the staff can Lodge a complaint, User can also delete the complain if needed.
7. About us section, contact us, Social media links.

VIII. RESULTS



IX. TECHNOLOGIES USED

1. Frontend - Html, CSS, Bootstrap
2. Database - MySQL/php
3. Backend/Web Server - Node.js



X. CONCLUSION

Grievance Management System is use to address the issues faced by students and employee of the institute in various domains.

The status of the complaint can be viewed by the user which are ongoing or completed.

Thus this system provides way to qualitative improvement of the institute.

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