



A SURVEY ON COLLEGE GRIEVANCE PORTAL

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Abstract-: The Online Grievance System for Colleges and educational institutions streamlines the process of addressing grievances, complaints, and malpractices from students, faculty, and stakeholders by providing an automated and transparent platform. This web or mobile-based solution allows users to easily report issues, track complaint status, and receive timely resolutions, fostering a healthy and responsive campus environment. By centralizing grievance management, the system reduces manual errors, enhances accountability, and promotes institutional integrity. It ensures that educational institutes can proactively address concerns, improve stakeholder satisfaction, and maintain a supportive atmosphere, aligning with campus standards and reinforcing trust within the institution.

Keywords: *Grievance Management; React.js; MYSQL database; Node.js; Student Grievance; Web-based Platform.*



I. INTRODUCTION

Grievances and complaints are an inevitable part of any educational institution, arising from the diverse needs and concerns of students, faculty, and other stakeholders. Addressing these grievances promptly and effectively is essential for maintaining a harmonious and productive campus environment. Traditional methods of grievance handling, often manual and cumbersome, lead to delays, lack of transparency, and dissatisfaction. The **Online Grievance System for Colleges and Educational Institutions** provides an innovative, technology-driven solution to these challenges, streamlining the process of grievance management.

The primary purpose of this system is to create a centralized platform where stakeholders can register their complaints easily, track their progress, and receive timely resolutions. The system introduces features like speech-to-text functionality, multilingual support, and automated notifications to enhance user experience and accessibility. By replacing paper-based processes with digital automation, the system ensures transparency, accountability, and efficiency, making it easier for institutions to manage and resolve grievances.

One of the standout features of the Online Grievance System is its prioritization and tracking mechanism. Stakeholders can assign priority levels to complaints, ensuring critical issues are addressed on time. The platform also enables users to upload supporting documents or photos for better clarity. Institutions benefit from detailed complaint records and resolution timelines, which aid in monitoring and improving grievance-handling efficiency. Additionally, the system's academic module provides valuable insights into complaint resolution statistics, supporting data-driven decision-making and fostering continuous improvement.

This dynamic platform benefits all stakeholders involved. Students have a safe and reliable way to voice their concerns without fear of being ignored, while faculty and staff enjoy a structured process for addressing work-related issues. For institutions, the system reduces conflicts, upholds campus standards, and builds trust among its community members. By addressing grievances systematically, it demonstrates the institution's commitment to stakeholder well-being and promotes a culture of collaboration and openness.

II. LITERATURE SURVEY

A Prototype for Grievance Redressal System [1] The System designed by the authors tells the complete differences between the traditional grievance system and the need for a computerized grievance system. If the association is an academic institution, then this issue becomes more sensitive and important. Students are the most vulnerable entities at educational institutions often failing to express themselves and sometimes fails to seek proper support for the issues they face arising at numerous levels. All India Grievance Redressal Application [2] The paper published by the authors states the problems faced during offline grievance and the preventative measures taken by creating the mobile application. The grievance enrollment systems have evolved in numerous ways with the advancement in technologies to simplify the task. This paper presents the architecture of a grievance redressal operation where civilians can address any kind of complaint they're facing. The main focus of the project is pothole-related complaints. This operation will give easy access to people to put their complaints towards the government. State-Level Students Grievance Support System [3] The paper includes the importance of an easy and fast grievance system that can be implemented for state-level institutes. Students are an essential factor in an organization. The scholar may feel dissatisfied with the

service .when he or she receives a delay in services. To beat this, They offer an optimized solution for the student grievances support system for improving the relationship between students and the university by representing the model of an e-complaint webbased system. The prevailing system has machined processing through the panel, principal, head of the department, and council premises. This design overcomes the restrictions of the systems regarding complication of submitting a complaint and organizing it. In this way it constitutes a state- position support system. Managing and improving service quality in higher education [4] The paper states the importance of Higher Education in our society, and how to improve the services for scholars. Many Higher Education institutions still ignore them at their own risk. It is especially true for service quality and this paper will focus on Higher Education service quality management and improvement. The paper aims to discuss these issues. The paper implements Schneider and Bowen's model of the three tiers of service organizations and service quality management and improvement methods, in Higher Education institutions. The Application of Service-Oriented Architecture in E-complaint System [5] The paper tries to improve the relationship between citizens and government by presenting a new model based on service oriented architecture. The researcher tried to improve the relationship between citizens and government by presenting a new model based on Service Oriented Architecture(SOA). This study can also be helpful in other fields of government in terms of citizen acceptance and citizen adhesion. The results of this study can be a good reference to find out users ' needs from complaints and the significance of complaints in the body of government. Design and Implementation of Online students complaint [6]

The paper provides a powerful and flexible system that can use anytime and anywhere by the students. It helps to manage and accommodate complaints fast and easily thus it can know the strength and weaknesses of its body as an educational services organization then it can provide a better solution. The system used prototype version is an improved machine version of the structure, plan, and layout of the machine. It used unified modeling language (UML) to make the abstraction of the program, PHP as a language program, and MySQL as the database. The end result of the study is the grievance might be regarded as less difficult and quicker in addition to its assessment and responses. Grievances Redressal Mechanism of University Students in India- Policy and Law[7] The study is based on the analysis of complaints from students in college and how to deal with them. The system includes exclusions from admission, withdrawal from studies, abandonment, attendance, participation in examinations, Non-issuance of admission tickets, unfair screening, delay in results, issuance of graduation/grade reports, harassment, discrimination based on caste, race, religion, gender, etc. An Online Grievance Redressal system [8] The website is mainly aimed at reducing manual processing and receiving all complaints about the college, providing updates on complaints and managing data handling complaints, and facilitating the work of users and complaint resolvers. In the system, the possibility to manage users and their data complaints and their profiles can also be easily managed. The data can be easily viewed and modified as needed. The complaint management system also provides the ability to provide monthly reports used to maintain information number of complaints resolved in a given month. It also provides user verification. A web portal for student grievance support system [9] The project provides an optimized solution for Student complaint Support System. The model uses a mechanism of conversion from manual to automation. By providing the system to students,

complaints are recorded and checked by submitting samples through the system. The proposed model is based on students and institutes. Online Grievance Management System[10] The project is to provide an optimized solution for student complaints. The proposed model of a student complaint management system can minimize student complaints. It tries to improve the relationship between students and universities by presenting a model of a web-based system for electronic student complaints. The existing system involves manual processing by committees, directors, and relevant departments. The proposed system was able to automatically complete the process using the application. Smart complaint management system [11] The system includes a web portal that provides a login interface for students and also accepts complaints and consultations with city hall staff. It simplifies processes to easily resolve complaints, forward the complaint to a sub officer. The employee is also given the option to update the complaints progress about processing. The employee and grievance officer have the right to reject the complaint. It also has a module that keeps track of how many complaints are resolved, handled and refused and create graph to illustrate it. Online complaint management system [12] The online complaint management system provides a way to solve problems faced by the public by saving time and eliminating corruption. The purpose of a complaint management system is to facilitate the coordination, monitoring, tracking, and resolution of complaints, to identify and address problem areas, and to provide companies with effective tools to monitor and improve their complaints handling performance and business. A student grievance system for educational institutions[13] Lovely Singh Bhadouria, Nikunj Kumar, Abdul Faisal, Mrs. Suman Devid The paper proposes a student grievance system for educational institutions, highlighting its importance in addressing student concerns. It compares traditional and proposed web/application-based systems, emphasizing the latter's advantages. The system framework includes sections for students and administrators, facilitating complaint management. Methodologically, it employs frontend and backend technologies. Visual representations demonstrate key features. The paper concludes by advocating for investment in grievance systems to enhance student satisfaction and institutional accountability, suggesting further research for system optimization. Online Complaint Management System[14] The article presents an Online Complaint Management System aimed at improving efficiency in addressing public grievances. It automates complaint handling, assigns tasks to relevant departments, and escalates unresolved issues. Key features include tracking complaint status and generating performance reports. Advantages include time-saving and user friendliness. Feasibility studies cover economic, operational, and technical aspects. The system comprises modules like registration, login, complaint submission, admin, and user panels. It offers cloud-based processing and user-friendly interfaces. Overall, it offers a promising solution for efficient complaint management. A web-based student complaint management system[15] designed to address the challenges faced by students in tertiary institutions. It outlines the current issues students encounter, such as difficulties in registering complaints and slow response times. The system provides a platform for students to express their concerns safely. Developed using PHP, JavaScript, HTML, CSS, and MySQL, the system aims to be effective and user-friendly. It allows students to register complaints, track their status, and view complaint history. Admins can manage complaints efficiently, ensuring timely responses and resolutions. The study emphasizes the importance of effective complaint management systems in educational institutions to enhance the overall student experience and academic development. A Survey on Student Grievance Redressal System

III. METHODOLOGY



IV. PRESENT SYSTEM

The current manual grievance submission process in colleges involves students, faculty, and staff submitting complaints through physical forms or emails, often managed manually by administrative staff or grievance committees. This approach requires complainants to visit specific departments or offices, making it time-consuming and prone to issues such as misplaced paperwork, human errors in tracking, and a lack of immediate acknowledgment or communication. Additionally, the absence of proper categorization during grievance submission exacerbates inefficiencies, as complaints are typically addressed on a first-come, first-served basis regardless of their nature— whether academic, administrative, or infrastructure- related. This lack of categorization often results in

The **College Grievance Portal** aims to solve these issues by providing an automated, user-friendly, and grievances being directed to

the wrong department, delaying resolutions, and leaving complex or critical issues unprioritized.

The process of manually tracking complaints further complicates matters, as stakeholders must rely on phone calls or in-person visits for updates, which are both time-consuming and lack transparency. Without real-time tracking, users remain unaware of the progress or expected resolution timelines, leading to frustration. Furthermore, the grievance management system lacks a feedback mechanism, preventing users from providing suggestions or expressing concerns about the resolution process. This absence of feedback results in limited accountability and hampers efforts to assess user satisfaction or improve the system. Finally, the process is constrained by limited accessibility, as grievance submissions are typically restricted to office hours, requiring physical presence on campus. This limitation is particularly inconvenient for individuals with restricted availability or those located off-campus, delaying submissions and making the system less user- friendly

V. PROBLEM STATEMENT:

Educational institutions often face challenges in handling grievances due to manual, inefficient, and slow processes. Traditional methods such as physical forms or emails lead to delays, lack of transparency, and poor follow-up. There is no centralized system to categorize, track, and resolve grievances effectively, which results in miscommunication and reduced accountability. accessible platform for grievance submission, real-time tracking, and resolution. This system will ensure transparency, efficient communication, and timely resolution of grievances, while also maintaining confidentiality for sensitive issues.

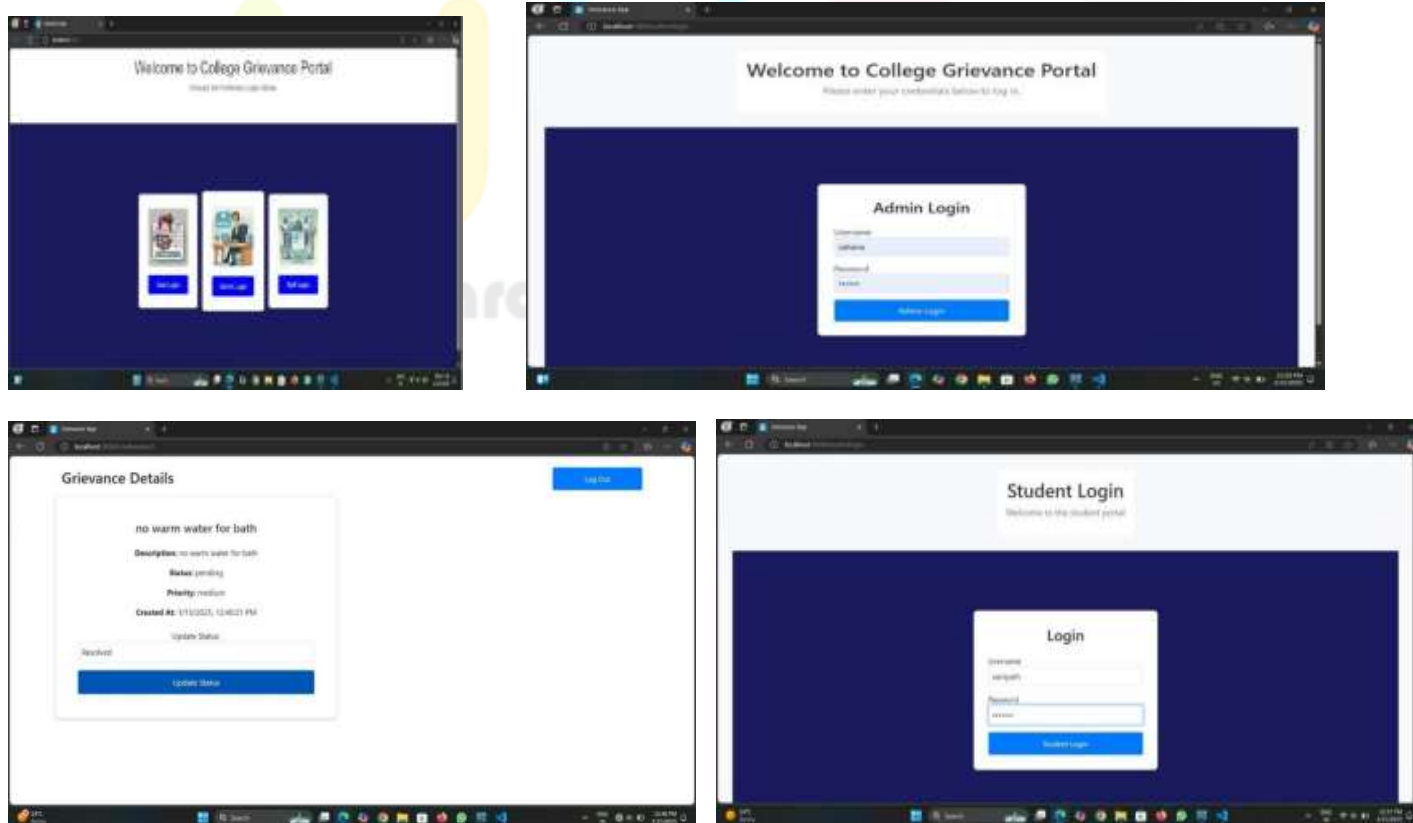
VI. ADVANTAGES :

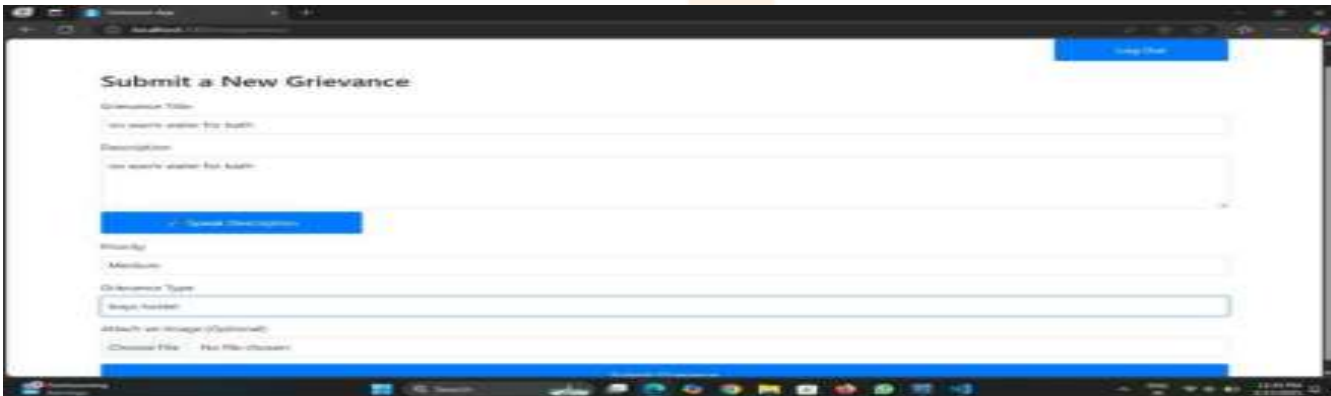
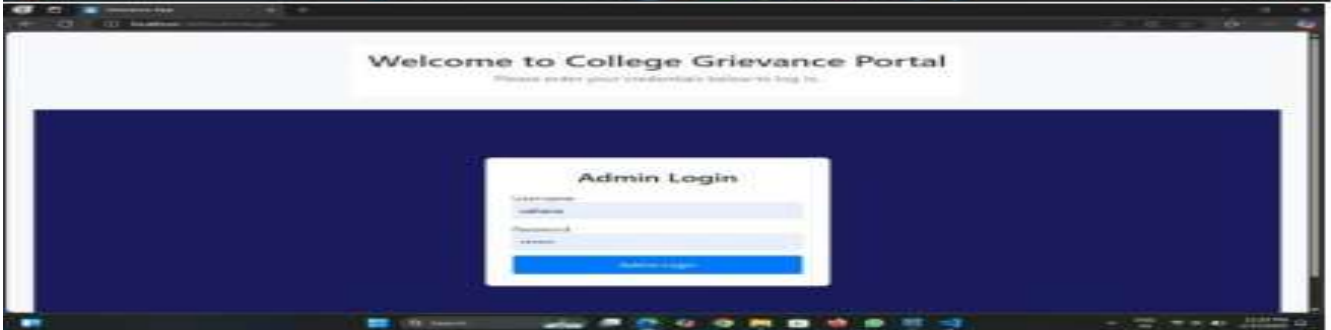
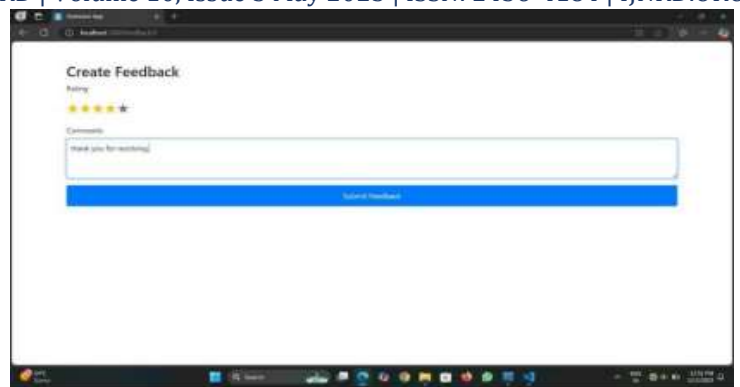
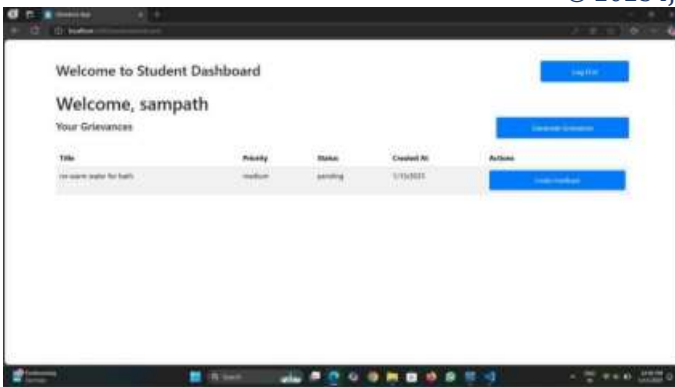
- Efficiency: Automates grievance submission and resolution, speeding up the process.
- Transparency: Real-time tracking allows users to monitor progress at any time.
- User-Friendliness: Simple interface for easy grievance submission and tracking.
- Accessibility: Available 24/7 from any device, improving convenience.
- Anonymity: Allows anonymous submission of sensitive grievances.
- Centralized System: All grievances are managed in one platform for easier tracking.
- Improved Communication: Automated updates keep users informed throughout the process.
- Data Security: Ensures secure handling of user data and grievance details.
- Feedback: Users can provide feedback on the resolution process for continuous improvement.

VII. CONCLUSION

The study highlights that student grievance redressal systems, developed using Python and web technologies, offer an efficient and streamlined process for students to submit and track their grievances. This system not only simplifies grievance management but also generates detailed reports that allow administrators to easily monitor and resolve complaints. By reducing manual work for both students and administrators, the system enhances overall efficiency. The study suggests that modifications to existing grievance redressal systems should focus on covering a broader range of complaint domains simultaneously, simplifying the process, and ensuring timely resolution of issues, which would further improve the grievance handling experience.

VIII. RESULTS





IX. REFERENCES:

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