



## Student Grievance Redressal

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**Abstract:** The Student Grievance System is a web-based application designed to streamline and automate the process of handling student grievances within an educational institution. The System provides a platform for students to submit their complaints or issues online, which are then routed to the respective authorities for resolution. The System allows students to track the status of their grievance. It also includes features such as notification and reporting tools to ensure that grievances are addressed in timely and efficient manner. And the system displays graphical representation of the number of unsolved, solved, and in-progress grievances. This feature helps administrators to quickly identify trends and take proactive measures to address any emerging issues. Overall, the Student Grievance System aims improve transparency, and efficiency in handling student grievance enhancing the overall student experience within the institution.

**IndexTerms - Student Grievance, Web - based Application, Complaints, Status, tracking.**

### I. INTRODUCTION

The Student Grievance System is a critical component of any educational institution, serving as a structured mechanism for students to voice their complaints, concerns, or grievances. It plays a crucial role in ensuring that students have a platform to seek redressal for issues they encounter during their academic journey. In recent years, there has been a growing emphasis on enhancing the student experience and promoting transparency and accountability within educational institutions. As a result, many institutions have implemented student grievance systems to streamline the process of handling student complaints and to ensure that grievances are addressed in a fair and timely manner. The Student Grievance System typically includes a user-friendly interface for students to submit their grievances online, along with features for tracking the status of their complaints and receiving updates on the resolution process. On the administrative side, the system provides tools for managing and prioritizing grievances, assigning them to the relevant authorities, and tracking the progress of resolution efforts.

### OBJECTIVES

- **Efficient Grievance Resolution:** The primary objective of the system is to create a method to sort and deal with student grievance cases quickly while making sure that they are resolved within a reasonable time frame.
- **Transparency and Accountability:** The system strives to establish transparency through visualizing the standing of the student complaints and upholding the teams' accountability by assigning of specific actions to be taken by the administrators to resolve complaints.
- **Enhanced Communication:** The system enables the tutoring coming from the education ministers and the students. Through the system, communication between students and administrators is more effective and clearer, and information related to grievances resolution is properly exchanged.
- **Improved Student Experience:** Through the implementation of such a mechanism, students can feel heard, and the ability to find solutions to their issues or discomforts is greatly increased. This ultimately leads to a more supportive and conducive learning environment.

### II. LITERATURE REVIEW

Effectiveness of Online Grievance Redressal and Management System: A case study of IGNOU Learners This research findings presented valuable insights into student satisfaction concerning the iGRAM portal, particularly through comparative studies across various demographic variables [1]. Additionally, the findings offer practical implications for policymakers in Open and distance Learning (ODL) institutions, offering guidance on measures to enhance student satisfaction. Furthermore, the study recommends improvements in the management of iGRAM portal at regional centres and headquarters divisions, emphasizing the significance of incorporating practical suggestions for the benefit of the grievance portal's overall effectiveness.

Examining the Factors Affecting Intention to Use of and User Satisfaction with Online Public Grievance Redressal System (OPGRS) in India: This study re- searches the application of Information and Communication Technologies (ICTs) that significantly changed and brought us to the dawn of electronic government (e- government) started in 1990. It focuses on the Online Public Grievance Redress System (OPGRS) in India, a system of e-government that equips to address citizens' problems quickly [2]. The report identifies the functioning of an efficient grievance redress mechanism as a prerequisite for any governing

system to have accountability and user orientness. India's public grievance system is decentralized, that is why the presence of the perfect system that considers the social and economic issues and corruption is needed. The aim of OPGRS is to provide easy ways for citizens to either file their grievances or have their problems addressed without having to go to government offices in person. Despite that, the usage of eGovernment services is low, and it is intended to conduct an exploratory study to find out the citizens' willingness to adopt the system and how satisfied they are with using it.

**Assessing Grievances Redressing Mechanism in India:** The paper focuses on how Indian states are using online services to empower citizens and improve their engagement with government processes. The focus is on the implementation of human rights legislation for transparent governance. Despite the challenges such as corruption and government hurdles, the Department of Administrative Reforms and Public Grievances (DARPG) is essential in resolving complaints. The paper is dedicated to the grievance redressal systems of Haryana, Himachal Pradesh, Gujarat, and Karnataka, which are examined [3]. It brings out the strong and weak points in these systems in order to evaluate their effectiveness. The study underlines the significance of online grievance portals like HarSamadhan, eSamadhan, SWAGAT, and JanMitra in overcoming governance issues. The findings demonstrate the importance of such mechanisms for promoting accountability and efficiency in government offices. Despite the fact that there has been progress, it is important that the time for grievance resolution is reduced so as to boost citizen confidence. The paper also discusses the CPGRAMS (Centralized Public Grievance Redress and Monitoring System) at the national level as an example of streamlining of the grievances handling.

**Web Portal for Effective Student Grievance System:** The Student Grievance Support System is a web application developed to give students who are within educational institutions solutions to their problems. The mechanism enables students to file complaints, which gets examined by a Grievance Redressal Committee and forwarded to the concerned department for the necessary actions [4]. The purpose of the system is to speed up the complaint resolution process, and it encompasses a diverse set of issues like harassment, admission omissions, financial matters, and others. It emphasizes the key principles of transparency and user-friendliness to ensure students can always follow the status of their complaints. In summary, the entire system works towards availing an improved learning experience through making the redressal process of grievance better.

**Resolution of student complaints in higher education institutions:** This is the research that addresses the channels through which the students have the chance to present their complaints against the higher education institutions, and herein lays the student's fundamental right of redress in university system [5]. It looks at internal resolution processes, lays out the results of a survey of a randomly selected group of institutions which includes their opinion and views on the future development of internationalization. The analysis points at both the shared features and the different principles that are being used in those practices. This is, however, a source of concern on the grounds of fairness and accessibility. In addition, the story looks into the way in which the students have the Higher Education Act 2004 allowing external resolution when there are gripes. Therefore, the paper promotes changes within the highly competitive and unregulated student complaints market that higher education institutions usually work with. Independent element, for instance campus ombudsmen should be included either in the process or as the whole structure. Students here are consumers who are entitled to their contracts and members of a community at the same time. The focus on the changing nature of administrative justice and grievance resolution in the area of public service delivery while at the same time stressing the disadvantaged students' rights to fairness and justice puts higher education institutions under a microscope.

**Distance Learner Welfare Grievance Redressal- a Holistic Approach** This paper aims to examine the pivotal role of complaint management in face-to-face learning which depends on the cooperation between students, academic counselors and technology in particular [6]. Utmost attention to student welfare concerns of university is manifested not only in the systematic redressal of the grievances, that involve relevant students and university departments. Beyond this aim, the process improves the confidence and spirit of students who can feel as though they are respected and valued. This study concerns the finding and analysis of claims, and redressal mechanisms as care-taking actions. It therefore deals on preventive, tactful handling of complaints to guarantee that students' grievances are adequately addressed hence, helping the institution gain solid reputation.

### III. SYSTEM DESCRIPTION

The student grievance redressal system can be considered as an integral part of academic institutions that should provide an opportunity for students to be heard and enabled for their complaints to be redressed broadly and fast. This system enables students to register complaints in an easy manner which can be forwarded to the right place of intervention, generally the admin or grievance cell. Upon being notified, the admin goes through the details and proceeds with possible resolution such as investigating the problem, communicating with relevant participants, and putting forth suitable solutions. One very important feature of the system is that it allows immediate delivery of notification concerning the statuses of the complaints to the students. For example, it may be an alert concerning the status of a complaint, which is at the review, active or resolved stage. Therefore, this function ensures that students remain updated and reduces the degree of anxiety around the process of reporting any issues.

In addition, students have a wide range of option regarding the submission of their complaints with the help of a comprehensive dashboard. The dashboard gratifies the user with thorough information about complaint status, further action taken or not, etc. This is not only done so students can always be in the know but also leads to recovering of that trust in the grievance redressal process. The administrative side is equipped with an exhaustive tool kit to supervise and manage complaints. The admin console provides comprehensive fingerprinting, whereon it is possible to visualize graphs displaying the distribution of the complaints based on the status (in progress, pending, resolved). These statistics assist administrators in recognizing trends, deterrents, and avenues for enhancing this process of grievance redressal.

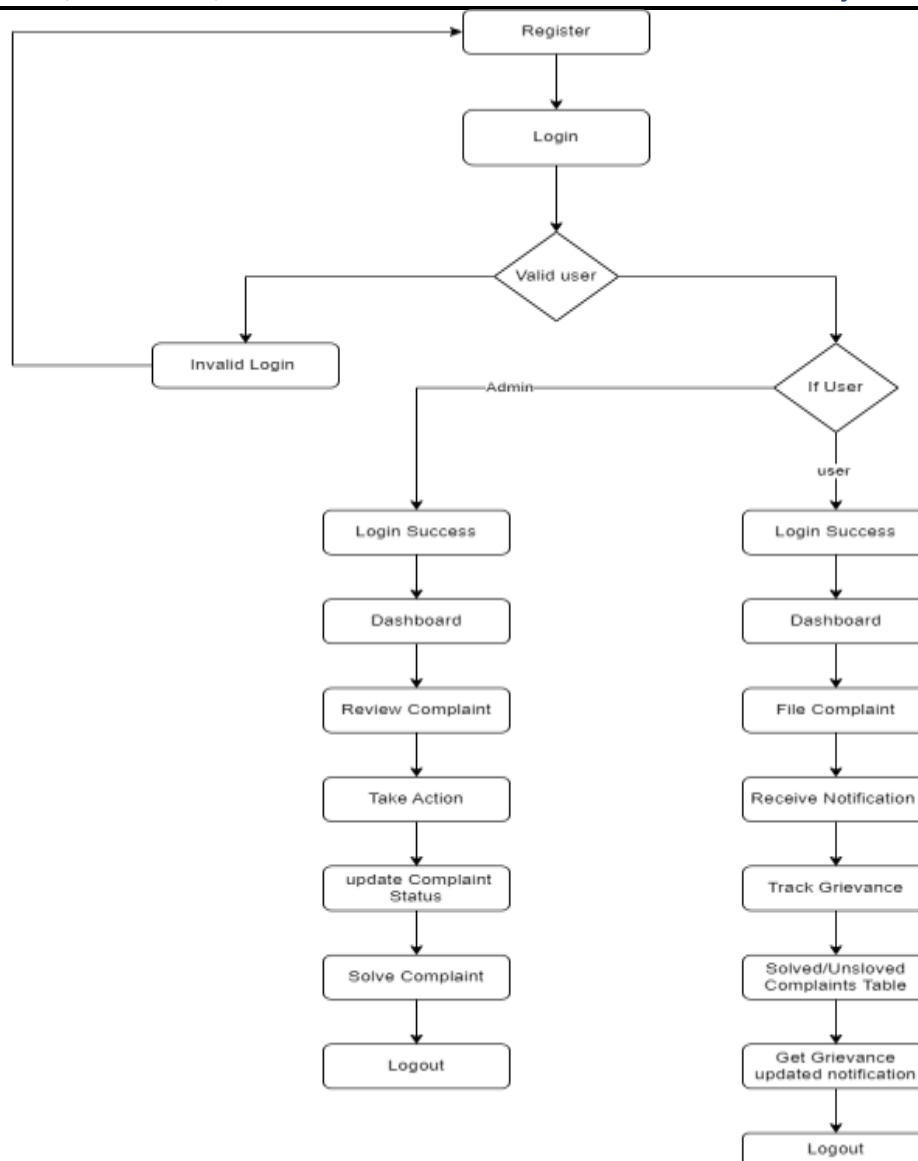


Figure.1 System Architecture

Moreover, this system gives students an avenue for complaint reporting and provides a platform for communication between the students and administration. Admin can send students the notifications emails direct their attention to the actions that will be taken on their reports. Such a communication way helps students to stay informed about the progress of their complaints and about decisions made by the administration.

#### IV. TECHNOLOGIES USED:

**HTML** - Hyper Text Markup Language: HTML is a crucial component in the student grievance redressal system, as it forms the foundation for designing key components such as complaint submission forms, registration forms, login pages, and informational pages. These components enable students to interact with the system effectively and conveniently. The complaints form, created using HTML, allows students to submit detailed complaints, including the nature of the complaint, the concerned department, and a full description. Similarly, the landing and login pages, coded in HTML, provide secure access for students to enter the system and submit their complaints. Additionally, HTML is used to design informative pages like the about page, which outlines the system's objectives, functionality, and offerings. HTML also plays a role in creating tables for tracking unsolved and solved complaints, allowing both students and administrators to monitor progress and view resolved issues. Overall, HTML serves as a foundational tool in building the virtual grievance redressal system, enabling the creation of essential pages for complaint submission, registration, login, information display, and interaction with the system's features.

**Django**: Django is a framework which is made for Python web development and motivates to develop faster and clean, logical cohesion. It implements DRY principle (Don't Repeat Yourself) that works towards eliminating repetition of code and, hence it makes the process feature-oriented, efficient and scalable for the web applications building process. In Django, there is the batteries-included method which gives developers a host of already-built features. This means that creators do not need to design the same things all over again, instead they can only deal with their application. In the ORM (Object-Relational Mapping) system, which is another advantage of Django, data access is facilitated by the abstraction of the database layer and the ability to work with the data objects using Python classes and methods is made appear ceaselessly to the user. This capacity to do so cuts the complexity of the management and querying process making it easier and manageable to perform the database tasks. In the context of a student grievance redressal system, Django serves as a robust backend framework that handles all necessary backend operations seamlessly. Django refine the development process by providing built - in features for user authentication, database management and URL routing, among others. Lastly Django is an comprehensive set of features and its ability to handle

all backend operations. Its efficiency and ease of use contribute significantly to the system's functionality and user experience, making it a valuable tool for addressing student grievances effectively.

**PostgreSQL:** The PostgreSQL is a strong open-source relational database management system, which is known for its reliability, robustness and advanced features. It is widely used in a variety of web and enterprise applications, since it can deal with difficult queries, manage large quantities of data, and give high levels of performance and scalability. When addressing student grievance redressal project, PostgreSQL will be a choice of the backend database where all data about the student complaints, user accounts and system configurations will be stored and managed. Its adoption of relational data model enables us to use structured tables and relationships between them to ensure data integrity and consistency.

## V. IMPLEMENTATION



Figure.2 Home Page

### 1. Home Page:

The homepage of our system is characterized by a clear and simple as we can see in figure 2 structure that has been developed to ensure effortless navigation and direct selection of the key features. On the top part of the page there is a wide navbar that has some important links like about us page, register, login page that users can use to navigate and participate in our system. The design focuses mainly on usability and steady nature as this will enable all visitors to navigate through with ease.

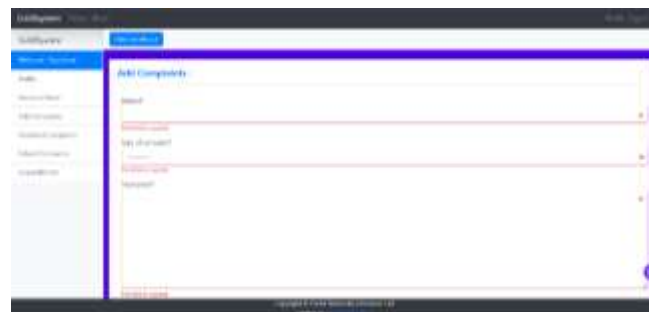


Figure.3 Add Complaints Page

### 2. Add Complaints Page:

As we can see in the figure 3 the user can navigate to the complaints page to submit their grievances. To ass a complaint, users fill out a form with the subject of the complaint, select the type of complaint from a list of options, and provide a detailed description of the grievance. Once the form is submitted, the complaint is recorded in the system for further processing by admin or grievance cell.

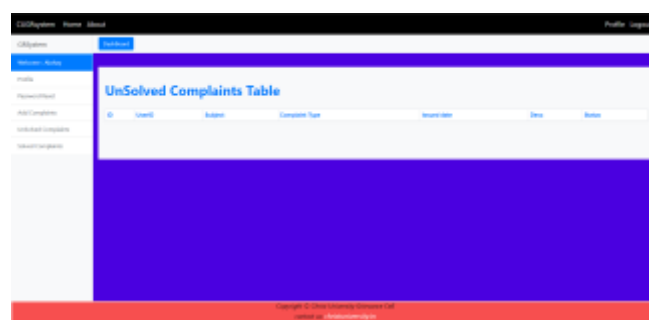


Figure.4 Unsolved Complaints Page

### 3. Unsolved Complaints Page:

In Figure 4 unsolved complaints table, which allows students to view their grievances that have not yet been resolved by the admin or grievance cell. After submitting a complaint through the system, students can access this table to track the status of their grievance.



Figure.5 Solved Complaints Page

### 4. Solved Complaints Page:

In Figure 5 solved complaints table, that allows students to view the status of their grievances after they have been resolved by the admin or grievance committee. Once complaint is addressed and resolved, it is moved to this table, where students can access it to confirm that their issue has been resolved.

### 5. About Page:

Our About section provides a broad yet detailed picture of the system, describing its purpose, components, and positive effects. It shows what the system is capable of doing at the core of it, making operations easy and efficient.

### 6. Login Selection Page:

The login selection page offers users the choice between student, staff, or admin login options, ensuring that each one of users have access the features relevant to them. This approach provides the specific needs of different user roles.

### 7. Register Page:

The registration page serves as the gateway for users to create accounts within the system, enabling them to access its features and functionalities. It enables to collect the user information.

### 8. Login Page:

Login page serves as an entry point for our users to access the system, providing a secure authentication for their accounts.

### 9. Profile Page:

After login user's details will be fetched from the database displayed, so users can able to see their details and if discrepancy users can edit their details in this module.

### 10. Password Reset Page:

The password reset page in the student grievance redressal system provides a convenient and secure way for both admin and students to reset their passwords in case they forget them.

### 11. Statistics Page:

The statistics page in the student grievance redressal system provides valuable insights for admin by presenting data on the status of complaints. Admin can view the number of complaints that have been resolved, the number of complaints that remain unresolved, and the number of complaints that are currently in progress. This feature helps admin track the efficiency of the grievance redressal process and identify areas for improvement.

## VI. RESULT:

The student grievance redressal system effectively handles complaints by providing a structured mechanism for students to submit their grievances. The system tracks each grievance from submission to resolution, ensuring that all complaints are addressed. The system maintains a record of the status of each complaint, indicating whether it is solved or unsolved.

## VII. CONCLUSION:

The student grievance redressal system serves as a pivotal tool in enhancing transparency, accountability and efficiency in addressing student grievances within educational institution. By using technologies like Django, Python, HTML and CSS, the system simplifies the grievance redressal process, providing a user - friendly interface for students to submit complaints and track their status. Additionally, the system allows administrators with thorough tools to manage and resolve complaints effectively, thereby promote a conducive learning environment.

## VIII. FUTURE SCOPE:

The future scope of a student grievance redressal system is promising, with opportunities for further enhancement and improvement. One potential area of development is integration of artificial intelligence (AI) and machine learning (ML) technologies to automate the grievance issues, and suggest solutions, thereby streamlining the resolution process and reducing the workload on administrators.



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