Student Grievance Redressal Model

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Abstract: *Grievance Redressal System is a method commonly exercised to receive and act on complaints or grievances reported by contributors of personal or public institutions, enabling proper strict actions on any issue raised by them and to get services effectively. Conventional approach for Grievance Redressal is filing complaints through letters and various complaint forms, but the new online based approach such as grievance portals make the process uncomplicated and effortless while assuring maximum results.*

Key Word: *PHP, Student Grievances, Xampp*

I. INTRODUCTION

Diabetes Student Grievance Redressal Mechanism is a tool with which students can register their grievances about an institute, teacher or any other student etc. in a hassle-free manner. Grievance Redressal System aims for quick actions to solve the grievance, while maintaining ease of use. This could also prove to be very helpful for school authorities as well as local governments to maintain a peaceful and healthy environment.

Student Grievance Redressal Portal is a Medium through which students can connect directly with the local authorities regarding any problems they are facing in school. With rising cases of discrimination and bullying among students there is a need for establishment of a system where students can file their complaints hassle free.

II. OBJECTIVE

The main goals of this study were:
  1. To identify the roots of student grievances
  2. To make the Process Paperless.
  3. To reduce the processing time
  4. To increase accuracy and reliability.
  5. Easy maintenance of Data.

III. PROPOSED SYSTEM

In the Proposed System, two entities will be there, one is the student who is going to lodge the grievance and the other is the action-taker or the admin. The admin will go through the grievance details and take the proper required actions. Students can login or signup and use the grievance registration form to submit the complaint.

The admin can login from the admin login page and see all the grievances registered with the student details. The admin can change/update the status of the complaint and give their remarks accordingly. Students after login will be given an option to check grievance status.

IV. PROBLEM STATEMENT

Build an ideal grievance model for Students/Guardians so as to resolve conflicts, investigate issues and avail services via prompt action and seamless efficiency.

V. SYSTEM REQUIREMENTS

1. **Operating System:** Android, Microsoft Windows, macOS
2. **MySQL Database:**
   MySQL is an open-source RDBMS based on Structured Query Language.
3. **Programming Language:**
   PHP: PHP is a server side-scripting language.
4. **IDE:**
   Microsoft Visual Studio Code
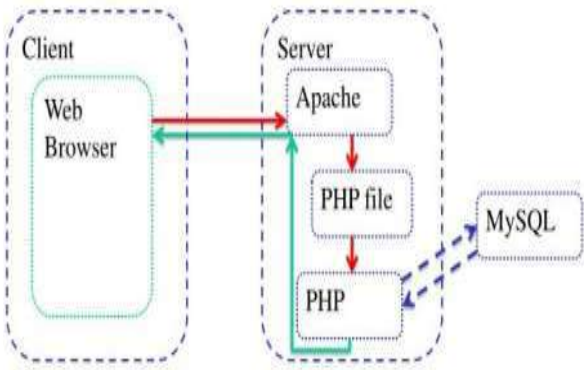

VI. SYSTEM DESIGN
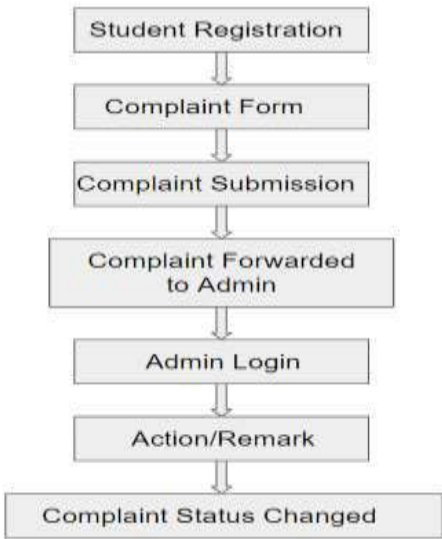
1. System Architecture

Fig. 1: System Architecture
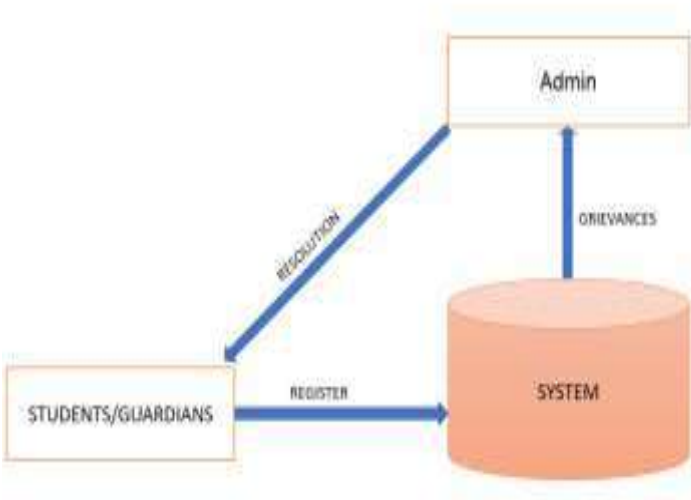
2. System Flow

Fig. 2: System Flow

3. Data Flow

Fig 3: Data Flow Diagram

VII. RESULTS

1. **Homepage**
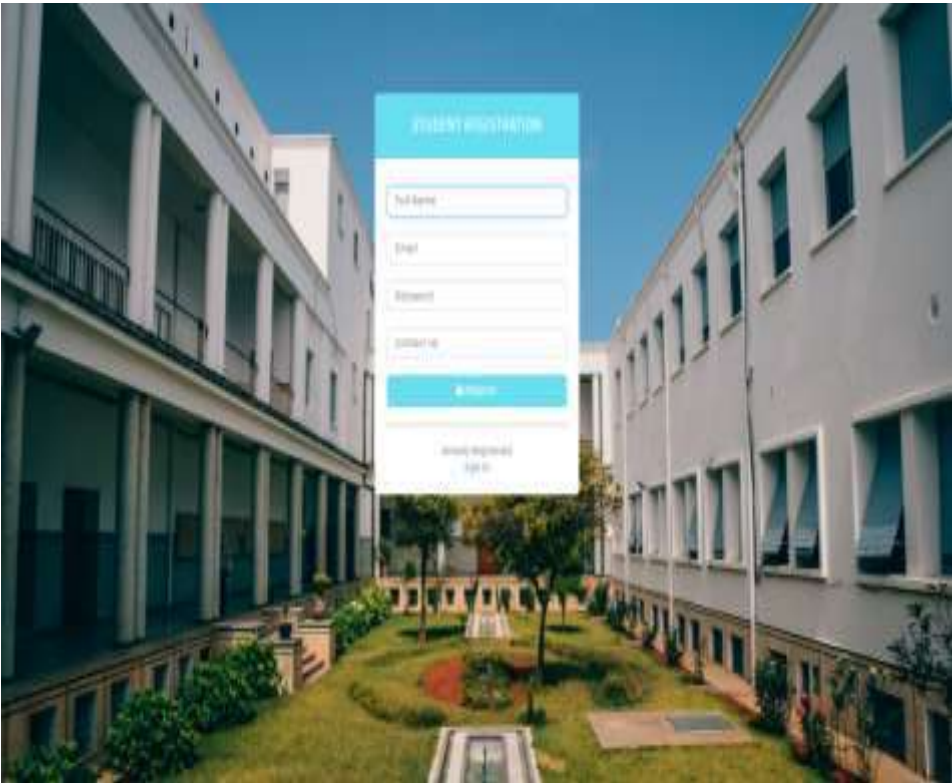

Fig 4: Homepage

2. **Student Registration Page**

Fig 5: Student Registration Page

3. Complaint Registration Page

Fig 6: Complaint Registration Page

4. Complaint History/Status

Fig 7: Complaint Status Check

5. Admin Login

Fig 8: Admin Login

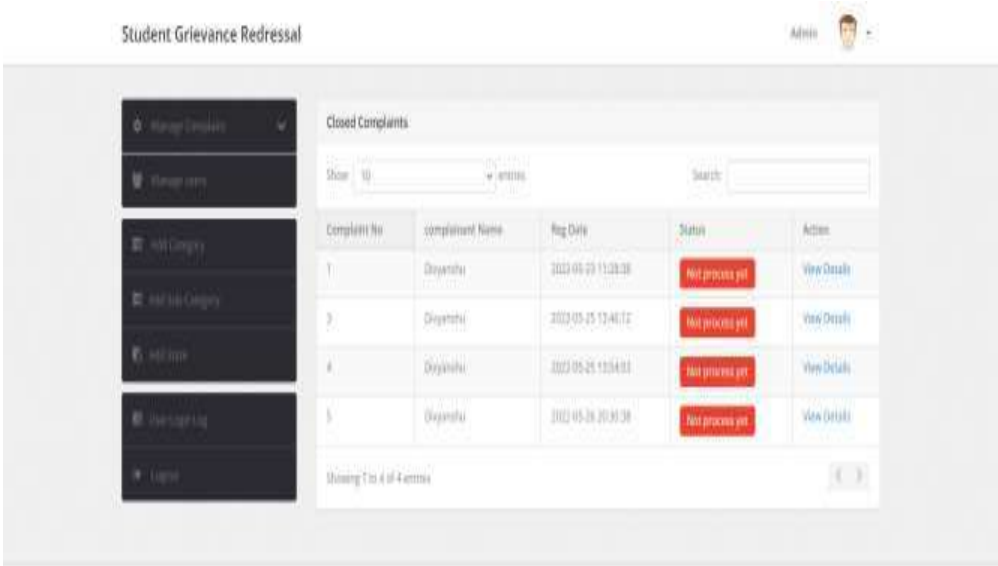### 6. Student Grievance Details

Fig 9: Grievance Details
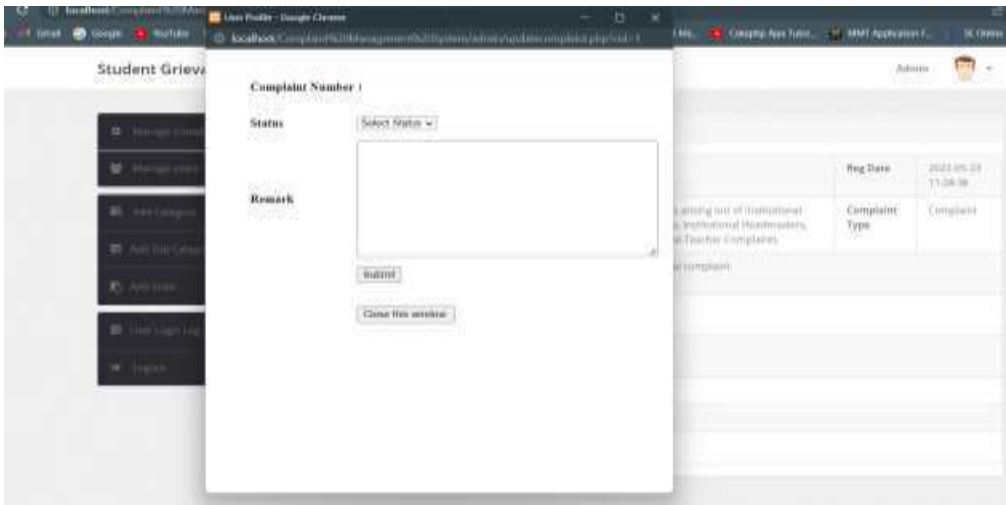
7. Admin Action/Status Change

Fig 10: Admin Action Pop-up

VIII. CONCLUSION

In this technology driven world, processing needs to be fast and impactful. Complaints conventionally are mostly resolved by sending complaint letters and filing complaint forms. It makes the process tedious. Also, there are not too many effective portals for students where they can put their problems and get effective solutions. Therefore, Student grievance Redressal will help address challenges faced by the students regarding their institutions, teachers and fellow students.

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