

# Student Grievance App

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## ABSTRACT

This Application will help the students in an college to register their grievances about their problems in their college through a mobile application. It will provide a student to deliver his complaints and problems to the management or principal or higher authorities to address the problem in a short period of time. This application provides an interface to register one's complained and follow it up. It provides a camera module which help clicking up a picture of any problem that people are facing and upload its image along with the complaint.

## I. INTRODUCTION

Students if want to complaint against any issues in the campus they will not come forward as they think that if they will be cornered after giving complaint. But in this app student's identity is disclosed and need not get afraid of anything. Now-a-days, the scenario has changed. In today's world, more focus is given on the availability of the internet and thus using various applications present in the android market. Now days we are supposed to manage our daily work on time, accurately, very fast and with our satisfaction. So we are using various technologies in our life for fulfillment of our daily work. The main purpose of this project is to help the student in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. Its main purpose is to provide a smart and easy way through Android Application for Complaint registration and its Tracking. In today's fast-paced educational environment, students often encounter various challenges and issues during their time in college or university. These issues can range from academic concerns to administrative problems and can have a significant impact on the student's overall educational experience. In order to address these issues effectively, a comprehensive and effective student grievance redressal system is needed.

A student grievance redressal system is a platform that provides students with a means of expressing their concerns and complaints regarding their educational experience. The primary objective of this system is to ensure that all student complaints are heard, addressed, and resolved in a timely and effective manner. The system is designed to provide students with a user-friendly interface that makes it easy to register their complaints and track their progress.

The student grievance redressal system is developed using python, one of the most widely used programming languages for developing web-

based applications. python is a versatile and flexible language that makes it well-suited for developing complex systems like a student grievance redressal platform. The system is designed to be user-friendly, making it easy for students to navigate and access all the necessary information.

One of the key features of the student grievance redressal system is the ability to track and monitor the progress of each complaint. This helps to ensure that all complaints are addressed in a timely and efficient manner, and that students are kept informed of the progress of their complaints. The system is also equipped with reporting and analysis tools to help university administrators understand the nature and frequency of complaints and make informed decisions to improve the educational experience for students.

The student grievance redressal system is an important tool for promoting educational accountability. The system provides a mechanism for students to hold the university administration accountable for addressing their complaints and concerns. This helps to ensure that the university is meeting its obligations to provide a quality education experience for all students.

The development of a student grievance redressal system is a crucial step toward creating a more student-centric and accountable education system. By providing students with a platform to voice their concerns, the system helps to ensure that all complaints are heard, addressed, and resolved in a timely and effective manner. Furthermore, the system is designed to promote a positive campus culture, promote student engagement, and promote educational accountability.

The student grievance redressal system is an innovative and important tool for improving the educational experience for students. The system provides students with a means of expressing their concerns and complaints and ensures that all

complaints are addressed in a timely and effective manner. The system is equipped with features such as notifications, reporting, and analysis to improve the overall efficiency and effectiveness of the grievance redressal process. The development of a student grievance redressal system is a step towards creating a more student-centric and accountable education system.

## **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 web-based 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.

### **III. PROPOSED WORK AND ANALYSIS**

In the proposed system the students need not go to the administrative office for getting their problem solved. Student can get his/her problem solved by posting the problem in this proposed system. Our proposed system provides solution to existing system.

- Registration is provided

- The problems can be easily solved.
- Can suggest a solution for solving the problems in a better way.

### **IV. CONCLUSION**

This project provides a direct communication between the citizen and the municipal corporation. This will again help in registering the problems that one is facing in particular area and by continuously following up them will result in a good, clean and peaceful environment.

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