Grievance Re-Addressal Portal

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Abstract: **A grievance is a discontent or dispute which could arise at any level in any organization. If the organization is an academic institution, then this issue becomes more sensitive and important. Students are the most vulnerable entities at educational institutions often fail to express and sometimes fail to seek proper support for the issues they face arising at numerous levels. It came as a revelation that none of them had a completely formulated grievance redressal mechanism to address the arising conflicts in the lives of the students, Thus, on analyzing the prevailing state of redressed mechanisms of grievances at prestigious colleges of East West Polytechnic, In wake of the above-mentioned problem as an implication, a grievance redressal has been worked out which could comply well with the solution provision for the arising conflicts for students. In this paper, we focus on the development and the execution of the above-mentioned grievance which could be incorporated to adhere to the grievance redressal for students. This paper puts deep insight into incorporating all those problem areas which were found on the basis of the analysis phase plus some additional necessary areas.**

Keywords: **HTML, CSS.**

I. INTRODUCTION

This paper is showing the working of the student grievance re-addressal portal used by Students and faculties. This software is simple and easy to use and anyone with basic computer knowledge can raise their complaints using this software.

Student satisfaction is a major concern for any educational institute. However, many a time the students fail to express their concerns & issues or fail to reach out for proper support from the organization. Neither is there any system to address the conflicts or issues faced by the students.

This eventually leads to students dis-satisfaction. Hence, to maintain the dignity of the college or institute by ensuring a conflict-free atmosphere by promoting good student-teacher relationships we have developed a Student Grievance System that will address the students' issues & grievances. The students can lodge their complaints through this system which will be redressed by the institute. This HTML and CSS-based student grievance cell will also look into matters of harassment thus creating a protective environment for students.

II. LITERATURE OVERVIEW

1. Lawrence Nurse, Dwayne Devenish,(2007) in his working paper entitled "Grievance Management and its links to workplace justice" The purpose of this paper is to explore the influence of workers" demographic characteristics on their perception of procedural justice from grievance management. A related aim is to determine whether proceduaral justice perception have an impact on perception of distributive justice.

2. Gordon and Miller, Allen and Keavney and Klass note the important important role that expectancy theory could play in differentiating grievants and nongrievants. Although not a complete test of expectancy theory, Lewin and Boroff did include the employees perceived effectiveness of the grievance procedure as an explanatory variable. Surprisingly, this was not significantly related to grievance filing. Further research focusing on expectancy theory and grievance filing that more fully develops testable hypotheses derived from expectancy theory seems appropriate..

3. Dr.V.Mohana sundaram,N.Saranya,(2013) in his article "Employee Grievance" organization are made up of peoples and functions through people without people organization cannot exist. The resources of men, money, material and machinery are collected, coordinated and utilized through people in the organization. It is through the combined effort of people that materials and monetary resources are effectively utilized for the attainment of common objectives and goals without united human effort no organization can achieve its goals.

III. OBJECTIVE

1. The need for the study arises mainly to understand the perception of the students and Faculties at their present grievance handling system by identifying the students and Faculties attitude towards the grievance handling system the organization can solve the grievances very effectively thereby reducing the students and Faculties dissatisfaction.

2. Another reason for conducting this study is to analyze the prevailing grievance handling system and to find its effectiveness through this study some of the valuable suggestions may be provided for the improvement of the grievance handling system in the organization.
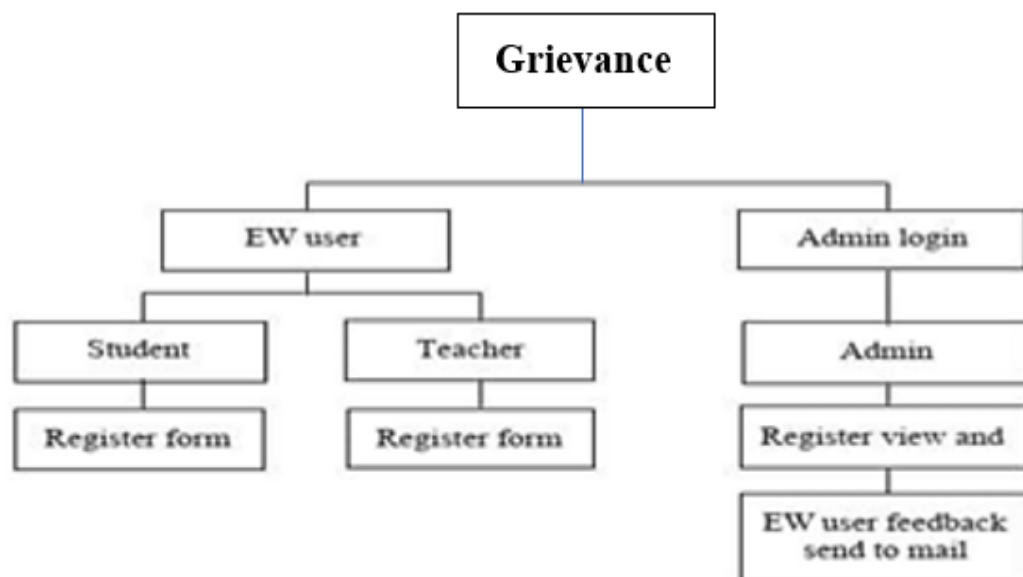
IV. DESIGNING
Block Diagram

Figure 4.1: Grievance Re-Addressal Portal

Algorithms
Student Grievance
1. Start
2. Students' login
3. Student grievance
4. Filling form
5. Submit the grievance
6. End
   Teachers Grievance
1. Start
2. Teacher login
3. Teacher grievance
4. Entering the USER ID and PASSWORD
5. Filling form
6. Submit the grievance
7. End

V. DETAIL WORKING
This paper is based on the web development that is the students Grievance and Support system for collage. The above figure shows the system architecture of our project. Web Application that allows students to lodge complaints and must be accessible to the Redressal Committee and respective heads. this proposed work is Web Application developed using HTML.

We had built by using google sites and some coding has been embed to the site and we have tried to get best output has we expected same. We had made many changes according to our output to make has easy to use in google login.

When students can suggest the grievance or complaints on this portal. If students can fill the grievance form and can submit. All these complaints posted by students will directly popup to the principal mail and complaints viewed by the principal can reply to the students who raised the complaint the problem will be resolved.

Then the second login is for teacher can suggest the Grievance. the grievance can be filled by the given google form and submit.

The teachers can login to the grievance portal by using ID and password. Then the teachers can fill the grievance form and can submit. All these complaints posted by teachers it will directly popup to the principal mail and complaints viewed by the principal can reply to the teachers who raised the complaint the problem will be resolved.
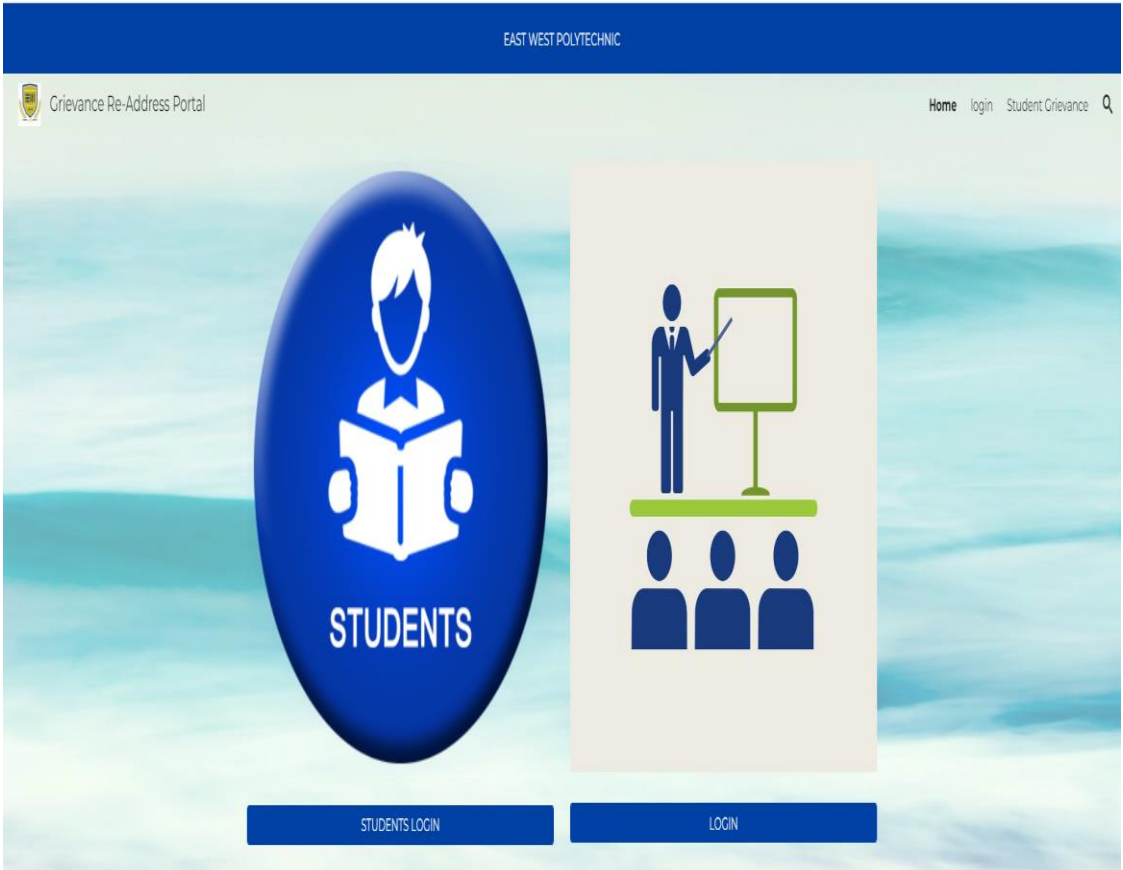
VI. RESULT

Figure 6.1: Login page for grievance

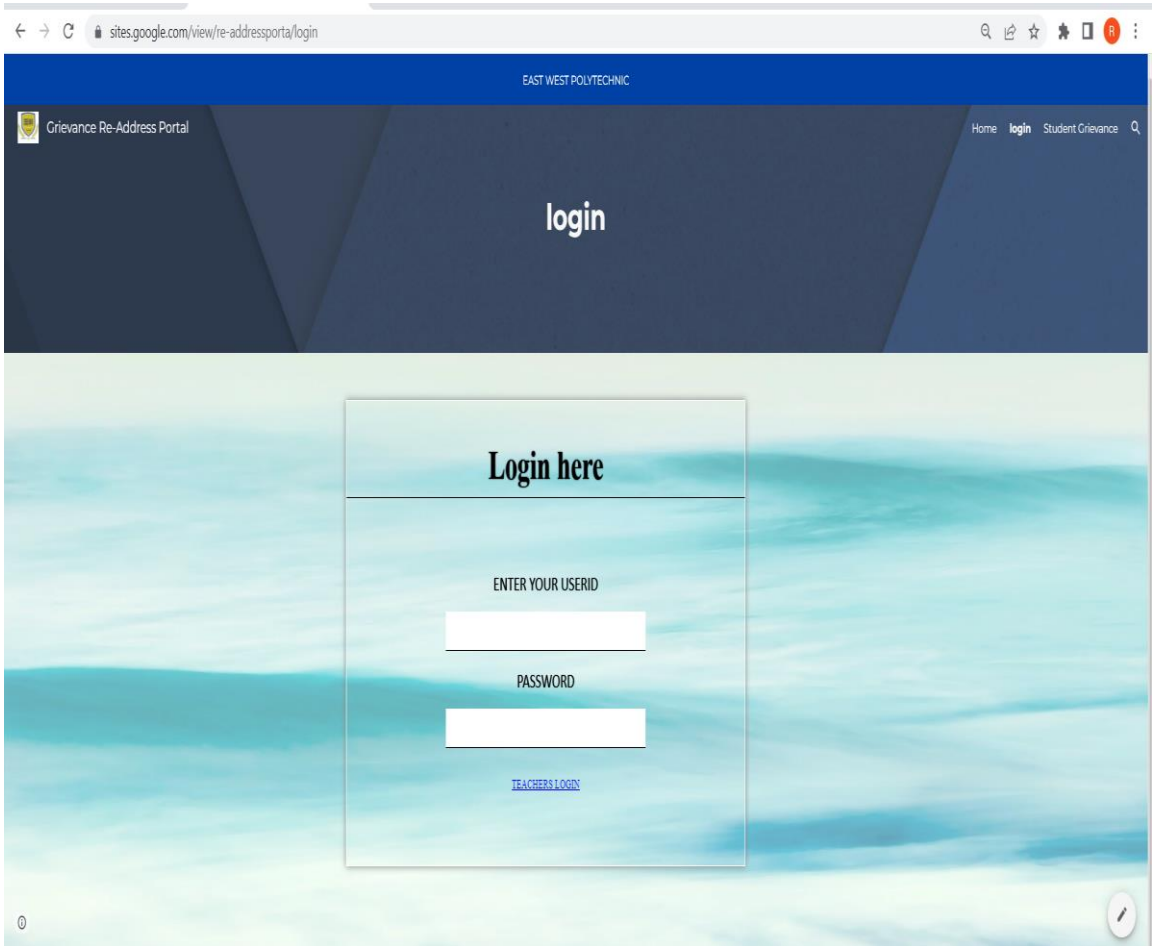**Figure 6.2:** Student grievance form
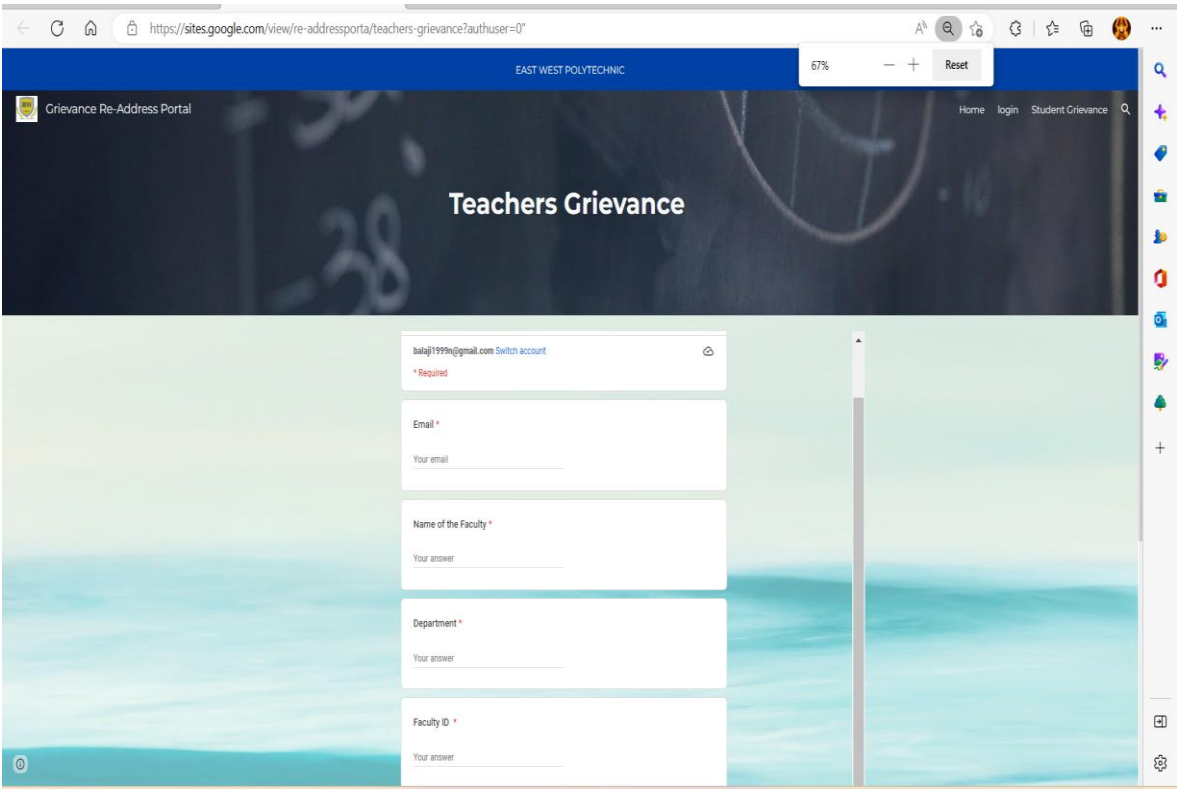
Figure 6.3: Teacher`s login page.

Figure 6.4: Teacher's grievance form.

VII. CONCLUSION

This weblink provides a brief overview of the Grievance Re-Addressal Portal. This system was designed to reduce the amount of time needed to handle complaints and keep track of current complaints, as well as making it easier for users who are looking to resolve these issues. A grievance redressal has been worked out which could comply well with the solution provision for the arising conflicts for students.

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