

A Study on Modern Student Grievance Portals and Evidence-Based Approaches to Efficient Complaint Management

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Abstract- The Student Complaint Portal replaces the frustrations of outdated, manual grievance systems with a streamlined digital platform built for the modern campus. By moving away from physical paperwork and "black-hole" bureaucracy, the system allows students to submit concerns online, track their progress in real-time, and communicate directly with the right authorities. Through smart, role-based access, complaints are automatically routed to the appropriate departments, ensuring that issues are addressed promptly rather than sitting on the wrong desk. Beyond just fixing individual problems, the portal maintains a structured database that helps administrators analyze trends and identify systemic issues. Ultimately, this platform transforms the institutional culture into one that is more transparent, accountable, and—most importantly—genuinely responsive to the student experience.

Keywords- Student Grievance, Higher Education, Student Satisfaction, Academic Issues, Campus Administration

I. INTRODUCTION

1. Key Advantages Of Proposed System

- The Student Complaint Portal Website provides a secure and user-friendly platform for students to register grievances related to academics, administration, infrastructure, and faculty.
- The system ensures proper documentation, categorization, and assignment of complaints to the concerned authorities for timely resolution.
- It bridges the communication gap between students and administration by enabling real-time tracking of complaint status and automated notifications.
- The portal enhances transparency, reduces paperwork, and promotes accountability through digital grievance handling.

2. Proposed System Overview

This paper presents the design and implementation of a Student Complaint Portal Website as an effective online grievance management system for educational institutions. The system incorporates features such as user authentication, role-based access control, complaint tracking, and feedback mechanisms to ensure secure and efficient complaint resolution. The proposed portal also enables administrators to generate analytical reports, monitor performance, and identify areas for improvement, thereby creating a more responsive and transparent campus environment.

II. PROBLEM STATEMENT

In recent years, the effective handling of student grievances has become a critical concern in educational institutions, directly impacting student satisfaction and institutional transparency. However, many institutions still rely on manual methods such as physical forms or verbal communication to manage complaints. These traditional approaches are often inefficient, leading to delays, miscommunication, poor record maintenance, and a lack of accountability in resolving issues.

Despite the increasing adoption of digital technologies, the grievance redressal process in many institutions remains unstructured and lacks proper monitoring mechanisms. Students are often hesitant to report their concerns due to the complex and time-consuming procedures, as well as uncertainty regarding whether their complaints will be addressed. This highlights the need for a centralized, secure, and user-friendly online system that can streamline complaint registration, enable real-time tracking, and ensure transparent and efficient resolution of grievances within the institution.

III. LITERATURE REVIEW

1. Background

Many studies and projects focus on web-based grievance systems for colleges, universities, and government organizations. These systems allow students, citizens, or employees to submit complaints online in a structured and trackable way. Common features include complaint submission, role-based access, status tracking, file uploads, and report generation. They replace manual paper-based systems with transparent digital workflows.

2. Common Goals and Features

Most grievance systems aim to provide secure login, complaint categorization, workflow routing, and complaint tracking. Other common features are real-time status updates, email/SMS alerts, complaint history, and admin dashboards. Dashboards help generate reports on recurring issues, response times, and resolution rates.

3. Usability and Service Quality Findings

Ease of use, quick responses, and timely communication are important for user satisfaction. Systems with clear updates and acknowledgment messages build trust. Mobile-friendly design, simple forms, and easy navigation improve adoption. SLA-based deadlines also improve accountability.

4. Technical Approaches and Architectures

Most systems use a three-tier architecture:

- Presentation Layer: HTML, CSS, JavaScript
- Application Layer: PHP, Node.js, Python
- Database Layer: MySQL, PostgreSQL, MongoDB

Modern systems may also use microservices, REST APIs, OAuth2, Firebase, or Twilio for better scalability and integration.

5. Case Studies and Real-World Initiatives

Examples include IGNOU's iGRAM portal, which allows students to submit and track complaints. Many universities use similar portals for faster issue resolution. Government portals also use AI chatbots and NLP for complaint registration and status tracking.

6. Reported Challenges and Gaps

Common challenges include delayed resolutions, poor accountability, low user trust due to complex interfaces, lack of privacy for sensitive complaints, and limited use of analytics. These issues reduce system effectiveness.

7. Design Implications for Proposed System

The proposed Student Complaint Portal should include:

- Simple and mobile-friendly interface
- Role-based workflows with SLA tracking
- Anonymous complaint option for privacy
- Reports and analytics for decision-making
- Scalable modular architecture for future upgrades

IV. METHODOLOGY

1. Requirement Collection

Requirements were gathered from students, faculty, and administrative staff through discussions and observations. Key issues identified were lack of transparency, delayed responses, and manual workflows. Main features decided were secure login, complaint submission, admin panel, and complaint tracking.

2. System Planning and Analysis

The complaint workflow was analyzed in detail. Main user roles were:

- Student: Submit and track complaints
 - Administrator: Manage and resolve complaints
- Data flow diagrams and flowcharts were prepared to define system processes clearly.

3. Website Design

The portal was designed with a user-friendly and responsive interface. Main pages included Login Page, Student Dashboard, Complaint Form, and Admin Panel. The database design included tables like Users, Complaints, and Status Updates.

4. Front-End Development

The front-end was developed using HTML, CSS, JavaScript, or modern frameworks. Focus was on responsive design, smooth navigation, form validation, and better user experience.

5. Back-End Development

The backend handled authentication, complaint registration, status updates, and data processing. Technologies such as PHP, Python (Flask/Django), or Node.js were used. Security and session management were also implemented.

6. Database Implementation

A MySQL database was used to store user details, complaints, and admin actions. Proper indexing and relationships were created for efficient data handling. Security measures protected sensitive information.

7. Integration

Front-end and back-end modules were connected to ensure smooth data flow. Complaint forms were linked with the database, and the admin panel displayed complaints dynamically.

8. Testing

Testing included unit testing, integration testing, and user acceptance testing. Features like login, complaint submission, file upload, and status updates were checked. Performance, security, and responsiveness were also tested.

9. Deployment

After successful testing, the portal was deployed on a web server or institutional intranet. Secure access was provided to students and administrators. User manuals were also prepared.

10. Maintenance and Updates

Regular monitoring, bug fixes, and performance checks were planned. Future updates may include email/SMS alerts, advanced dashboards, and AI-based complaint categorization. User feedback would be used for continuous improvement.

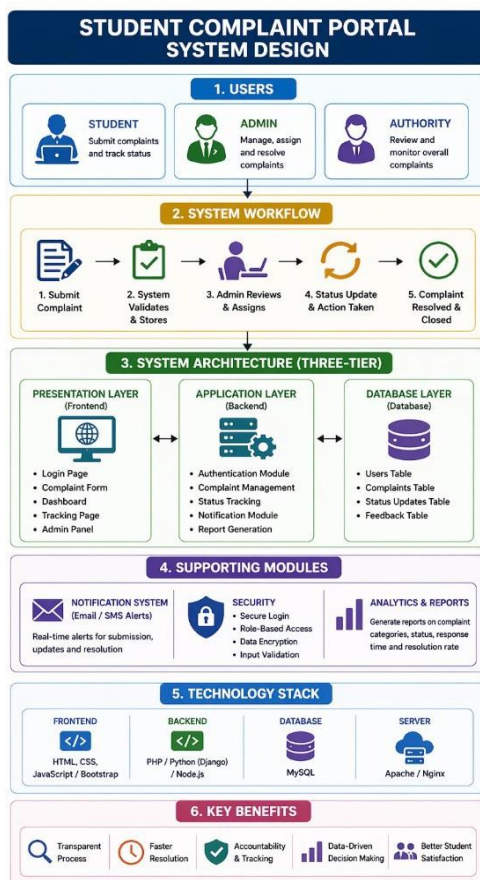
V. SYSTEM DESIGN

The proposed student complaint portal utilizes a structured, three-tier workflow designed to streamline grievance redressal through automated routing and transparent tracking. By integrating a systematic validation phase immediately following submission, the system ensures that every entry is assigned a unique tracking ID and directed to the appropriate department (e.g., Academic, Administrative, or Hostel) for investigation. The workflow incorporates a critical feedback loop, allowing students to either accept the resolution and close the ticket or initiate an appeal request for further review. This iterative process optimizes administrative efficiency while enhancing institutional accountability and student satisfaction.

Proposed Work

The proposed Student Complaint Portal aims to develop an efficient, transparent, and user-friendly online grievance management system tailored for educational institutions. This should replace the manual complaint-handling process at various levels with a centralized digital solution that ensures accountability, privacy, and timely redressal of issues. The three-tier architecture includes the presentation, application, and database layers of the portal. Students can log in securely and lodge complaints under specific categories related to academics, administration, infrastructure, or faculty. Every complaint will automatically get time and date stamped, with a unique ID assigned, and it will be duly forwarded to the concerned authority for resolution via workflows already defined. Attachments of

documentary evidences are allowed and acknowledgement messages are generated on successful submission to enhance user trust and transparency.



It has a special dashboard for administrators where they can manage complaints, mark the status of every complaint, and check pending issues. The system will integrate role-based access control to prevent unauthorized actions and ensure data privacy. Features for monthly reports, category-wise summary, and average resolution time analysis will aid the management in finding recurring issues and evaluating responsiveness at an institutional level.

To increase the level of usability, the interface is mobile-responsive and can easily be accessed through standard web browsers. The system architecture will be such that it can always be scaled up for advanced functionalities, such as automated notifications via email or SMS, integrating AI-based modules for complaint prioritization or even offering support via chatbots. The proposed system provides a systematic, transparent, and accountable method of complaint management that will make the institutional environment more responsive and student-centered.

VI. CONCLUSION

The Student Grievance Redressal Web Portal helps overcome the challenges evident in traditional paper-based complaint-handling systems for educational institutions with a digital platform that is secure, transparent, and efficient. By facilitating role-based access, real-time complaint tracking, and automated acknowledgments, the system guarantees rapid and orderly redressal of student grievances.

It also allows for greater accountability, due to the fact that all actions are time-stamped and follow traceable workflows. With analytical reporting, institutional authorities can identify recurring problems, monitor response performance, and support a cycle of continuous service quality and campus governance improvements.

This system, therefore, assists in building a transparent and student-friendly surrounding where complaints are not only addressed in time but also well overseen by the management. Future development may involve AI-based categorization of complaints, integration with a mobile application, and multilingual support to further extend accessibility and efficiency across diverse user groups.

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