

# Online College Grievance System

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**Abstract-** College Grievance Website provides an online way of solving the problems faced by the students by saving time and eradicate corruption.

*The objective of the College Grievance Website is to make complaints easier to coordinate, monitor and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance.*

*College Grievance Website is a management technique for assessing, analyzing and responding to student complaints. Complaints management website is used to record resolve and respond to student complaints, requests as well as facilitate any other feedback.*

**Keywords-** online, complaint, admin, respond, student.

## I. INTRODUCTION

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, students, etc.

There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for boys as well as girls. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for students.

A grievance is a formal complaint that is raised by students and parents towards a within the college grievance website for college.

There are many reasons as to why a grievance can be raised, and also many ways to go about dealing with such a scenario.

Students nature is such that wherever he learns in college and also parent wants to know behaviors & quality or status of college, so they have grievance about college.

College compliant grievance website is useful for students and his parent for complaint about college. Students & his parent sends feedback or compliant on a website then college will take action & solve it.

## II. RELATED WORK

Many authors extended the work of Berenbeim, Rowe, and Rowe and Baker, on the topic of internal complaint systems. They included: Douglas M. McCabe, William J. Ury, Jeanne M. Brett, and Stephen B. Goldberg. Cathy Costantino and Cristina S Merchant, and Karl A. Slaikeu and Ralph H. Hasson extensively explored issues of designing conflict management systems.

The concept of an integrated conflict management system was conceived and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complainants and therefore a linked system of choices within an organizational system. The idea of a systems approach has endured well. In recent years however, there has been discussion as to whether conflict should be "managed" by the organization—or whether the goal is to understand, deal with and learn from conflict. There is also concern about practical and theoretical issues in "integrating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict management systems," or "ICMS."

## III. EXISTING SYSTEM

In the existing system the student must go to the office for any kind of help and drop complaint through complaint box. The users can post their problems but cannot get the details of the problems and some other services. This system doesn't have much popularity and is not user friendly.

## IV. PURPOSE

College Grievance Website provides an online way of solving the problems faced by the public by saving time and

eradicate corruption, And The ability of providing many of the reports on the system, and add to Facilitate the process of submitting a complaint.

## V. OBJECTIVE

The objective of the complaints management system is

1. To make complaints easier to coordinate, monitor and resolve,
2. To provide company with an effective tool to identify and target problem areas, monitor complaints handling performance
3. To make business improvements.
4. Prompt and specific retrieval of data.
5. Flexibility in the system according to the changing environment.
6. Controlling redundancy in storing the same data multiple times.
7. Accuracy, timeliness and comprehensiveness of the system output.
8. Enhancement in the completion of work within the constraints of time.

## VI. DESIGN

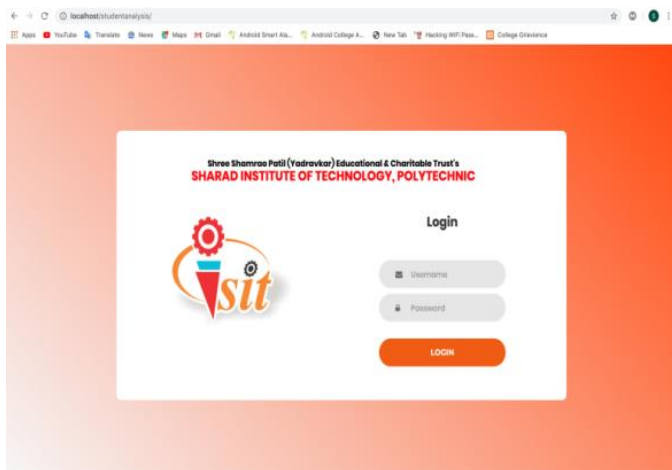


Fig. 1. Login Interface



Fig. 2. Student Interface

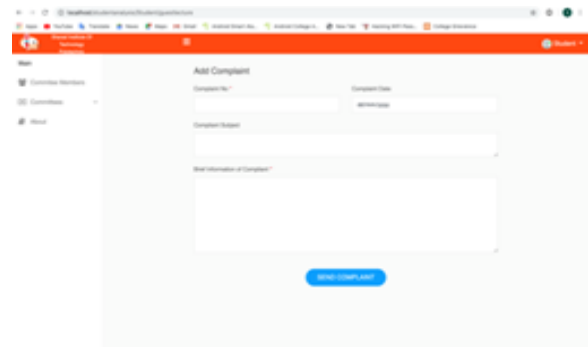


Fig. 3. Complaint Interface

## VII. CONCLUSION

Website has been computed successfully and was also tested successfully by taking “test cases”. It is user friendly, and has required options, which can be utilized by the user to perform the desired operations. Website meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible.

The goals that are achieved by the software are Instant access, Improved productivity, Optimum utilization of resources, Efficient management of records, Simplification of the operations , Less processing time and getting required information , User friendly ,Portable and flexible for further enhancement .

The College grievance website is useful to take action on complaints about for students, his parent & college. It is better than complaint write on paper and gives it to college grievance committee.

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