ISSN No:-2456-2165 https://doi.org/10.38124/ijisrt/IJISRT24APR1754

Grievance Management System in PHP

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Abstract:- The college grievance system project outlined in these abstract aims to streamlined and improve the process through the student can raise concerns and complaint within the academic community. Recognizing the importance of addressing student grievance promptly and fairly. Project seeks to design and implement effective an accessibility system that enhance the overall student experience.

I. INTRODUCTION

In today's digital age, many colleges are leveraging technology to enhance the efficiency and accessibility of their grievance systems. Online portals, mobile application, and automated workflows are being employed to streamline the process of lodging complaints, tracking their progress, and facilitating timely resolution. This integration of technology not only improves the convenience and accessibility of the grievance system but also enables institutions to gather valuable data for continuous improvement and informed decision making.

II. LANGUAGE LEARNING

In developing a college grievance system project using PHP, I likely want to focus on creating a user – friendly interface for students, faculty, staff to submit their grievances, as well as an administrative interface for handling and resolving these grievances. Developing the project, I likely use PHP for server-side scripting, along with HTML, CSS, and JavaScript for the frontend interface & use a database system like XAMPP to store user information, grievance date, and administrative records.

- *PHP*

PHP is executed on the server side, meaning it's processed by the web server before the result is sent to the client's browser. This makes it particularly useful for generating dynamic web pages content and interacting with database.

- *HTML*

HTML provides semantic elements that convey meaning about the content they enclose. For a grievance system project use semantic elements to structure the different sections of the interface, such as the grievance submission form, user login page, administrative dashboards, etc.

- *CSS*

CSS is used to style the appearance of the HTML elements on a web page. CSS to define the layout, colors, fonts, and other visual properties of the grievance system interface.

- *XAMPP*

XAMPP is a popular, free and open – source cross-platform web server solution stack package developed by Apache friends, consisting mainly of the Apache HTTP Server, MariaDB, database, and interpreters for script written in the PHP and Perl programming languages.

III. CASE STUDY OF COLLEGE GRIEVANCE SYSTEM WITH PHP & XAMP

A. Problem Statement:

Many colleges face challenges in efficiently managing and addressing student grievances. Current grievance handling systems often rely on manual processes, such as paper forms or email submissions, which can be time-consuming, prone to errors, and lack transparency. As a results, students may experience delays in the resolution of their issues, leading to frustration and dissatisfaction.

B. Solution Overview:

Students will have the ability to submit grievances online through a structured form within the platform. The form will allow students to categorize their grievances and provide relevant detail for efficient processing. The system will include communication tools such as messaging features to facilitate efficient communication between students and administrators regarding grievances. This will ensure that all parties involved are informed and updated throughout the resolution process.

C. Technologies Used:

- *PHP*

PHP is a server-side scripting language used for backend development. It allows for dynamic generation of web pages, handling form submissions, and interacting with databases.

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➢ *HTML*

HTML is the standard markup language for creating web pages and web applications. It provides the structure and content of the web pages.

➢ *CSS*

CSS is used for styling HTML elements, defining layouts, colors, fonts and other visual aspects of the web pages. It enhances the presentation and user experience of the grievance system.

➢ *XAMPP*

XAMPP is a free and open-source cross-platform web server solution stack package developed by Apache friends. It includes Apache HTTP Server, MySQL database, and PHP, allowing developers to set up a local development environment for PHP-based projects.

IV. IMPLEMENTATION STEPS

➢ *Requirement Analysis*

Gather requirements from stakeholders including students, faculty, staff, and administrators. Identify key features and functionalities needed in the grievance system.

➢ *System Design*

Design the architecture of the grievance system including database schema, user interfaces, and workflows. Define the roles and permissions for different user types.

➢ *Frontend Development*

Develop user interfaces using HTML, CSS and JavaScript to enables user to submit grievances, track their status, and provide feedback.

➢ Backend Development

- Implement server-side logic using PHP to handle grievance submissions, route them to the appropriate departments or authorities, and manage, the resolution process.
- Develop APIs for communication between the frontend and backend components of the system.

➢ *Workflow Implementation :*

- Design and implement workflows for handling grievance submissions, assigning them to designated authorities, and tracking their resolution progress.

➢ *Deployment :*

- Deploy the grievance system on a web server using XAMPP or similar hosting environment.
- Configure server settings and security measures to protect the system from unauthorized access and ensure its availability.

➢ *Maintenance and Support :*

- Monitor the performance and stability of the grievance system after deployment.
- Address any issues or bugs reported by users promptly and provide ongoing support to ensure the smooth operation of the system.
- Regularly update the system with new features, enhancement, and security patches based on user feedback and changing requirements.

V. RESULT

- The college grievance system has contributed to a culture of transparency, accountability, and collaboration within the college community, fostering a supportive and conducive learning and working environment.
- By providing a platform for addressing grievances in a fair and timely manner, the system has promoted trust and confidence among stakeholder, ultimately enhancing the over college experience for students, faculty, staff, and administrators.

VI. CONCLUSION

The implementation of the college grievance system represents a significant step forward in promoting transparency, accountability, and user satisfaction within our college community. By leveraging PHP, HTML, CSS, and XAMPP technologies, we have successfully addressed longstanding challenges in managing grievances and resolving issues effectively.

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