ISSN No:-2456-2165 https://doi.org/10.38124/ijisrt/26may252

# College Campus Grievance System

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Publication Date: 2026/05/19

**Abstract: The Online Grievance System is a web-based application developed to provide an efficient and transparent platform for handling complaints and grievances within educational institutions such as colleges and universities. In traditional systems, grievance handling is often done manually, which leads to delays and reduced accountability. This project introduces a digital solution that simplifies the process of submitting, managing, and resolving complaints. The system allows users to create accounts, log in securely, and submit complaints with necessary details stored in a centralized database. It includes user, admin, and grievance management modules. Technologies such as HTML, CSS, PHP, MySQL, and AngularJS are used. The system ensures data integrity, privacy, and ease of access, reducing paperwork, minimizing human errors, and speeding up resolution.**

***Keywords:*** *Grievance System; Web Application; College Management; PHP; MySQL; AngularJS; Online Complaint Tracking*.

**How to Cite:** Dr. N. R. Ananthanarayanan; R. Vishali (2026) College Campus Grievance System. *International Journal of Innovative Science and Research Technology*, 11(5), 462-466. https://doi.org/10.38124/ijisrt/26may252

## I. INTRODUCTION

Educational institutions face increasing challenges in managing student and staff complaints efficiently. Traditional manual grievance filing systems are prone to delays, misplacement, and lack of transparency [1]. The College Campus Grievance System addresses these shortcomings by providing a centralized, web-based platform for complaint submission and resolution.

The proposed system enables students, faculty, and stakeholders to register grievances digitally, track their status in real-time, and receive timely responses [2]. This significantly improves communication between students and institutional management while maintaining accountability and institutional integrity.

## II. EXISTING SYSTEM

The existing manual document filing systems suffer from numerous drawbacks that reduce institutional efficiency. Studies on grievance management systems highlight that manual methods lack transparency and create significant communication gaps between students and administration [3].

➢ *Space and Physical Limitations*

Manual document storage consumes large physical space. Files may be damaged, lost, or misplaced due to fire, natural disasters, or human error, causing loss of critical grievance data.

➢ *Accessibility and Time Consumption*

Retrieving information from paper-based systems can take from minutes to hours. Making changes requires duplication of original documents, increasing processing time significantly.

➢ *Security and Cost Concerns*

Paper documents are less secure than electronic systems. Misplaced files can reach unauthorized hands. Continuous expenditure on ink, paper, and storage increases operational costs.

➢ *Drawbacks of Existing System*

- Manual Process – Grievances recorded on paper with high chance of errors and data loss
- Time Consuming – Longer processing time and delays in resolving issues
- Lack of Transparency – Users cannot track complaint status or communicate with admin
- Poor Record Management – Difficult to store, maintain, and search large records

➢ *Proposed System*

The proposed College Campus Grievance System is a web-based platform built using HTML, CSS, PHP, MySQL, and AngularJS, following a client-server architecture [4]. The system ensures:

ISSN No:-2456-2165 https://doi.org/10.38124/ijisrt/26may252

- Protection of freedom of expression for students and faculty
- Protection against improper academic evaluation
- Enhanced security mechanisms over the existing system
- Automated workflow and user-friendly digital environment

➢ *Advantages of Proposed System*

- Improved Efficiency and Faster Processing
- Enhanced Transparency and Real-Time Tracking
- Better Record Management and Increased Data Security
- Automated Workflow and Reduced Paperwork
- Centralized Database with Easy Access to Information
- Improved Communication between students and administration

## III. MODULE DESCRIPTION

➢ *Admin Module*

- Login with master credentials
- Register staff login for grievance departments
- Verify and approve student accounts
- View all grievance reports

Fig 1 Home Screen

➢ *Grievance Staff Module*

- Login with admin-provided credentials
- View grievances assigned to their department
- Update grievance status

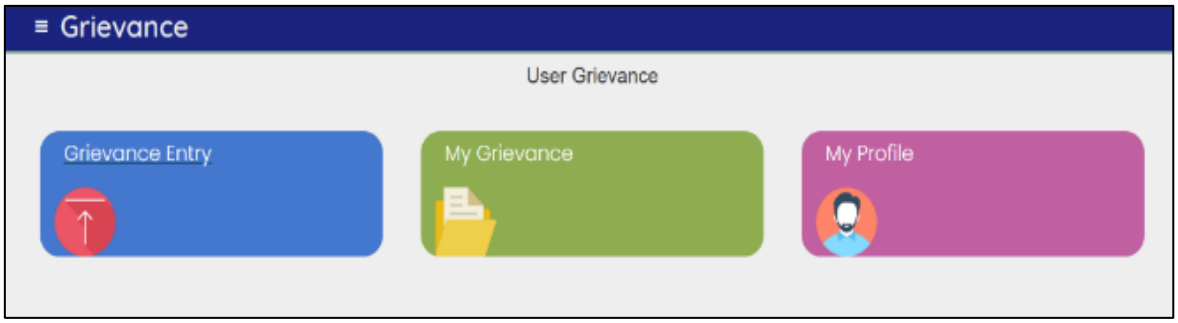

Fig 2 Grievance Staff Module

➢ *Student Module*

- Self-registration and login (pending admin approval)
- Create grievance in categories: Food, Hostel, College, Certificate
- View and track status of submitted grievances

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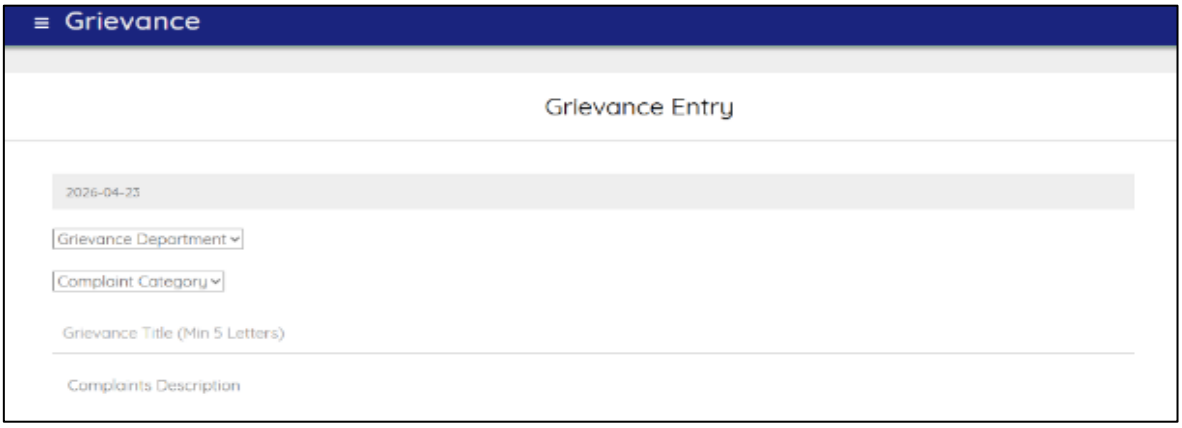


Fig 3 Complaints Register

➢ *System Requirements*

- *Software Requirements*

✓ Front-End: HTML, CSS | Back-End: PHP and MySQL [5] | Control Layer: AngularJS [6] | Text Editor: Notepad++, VS Code | Operating System: Windows 10

- *Hardware Requirements*

✓ Processor: Intel i3 or higher | Hard Disk: 500 GB HDD or 256 GB SSD | Monitor: 15" VGA Color | RAM: 8 GB

## IV. DATABASE DESIGN

➢ *User Table*

Table 1 User Table

| Field Name | Data Type |
|---|---|
| User_Id | INT(10) |
| Name | VARCHAR(50) |
| Email | VARCHAR(100) |
| Password | VARCHAR(200) |
| Phone | VARCHAR(10) |
| Address | VARCHAR(255) |
| Created_at | DATETIME |

➢ *Grievance Table*

Table 2 Grievance Table

| Field Name | Data Type |
|---|---|
| Grievance_Id | INT(11) |
| User_Id | INT(11) |
| Title | VARCHAR(150) |
| Description | TEXT |
| Status | VARCHAR(50) |
| Created_at | DATETIME |
| Updated_at | DATETIME |

➢ *Admin Table*

Table 3 Admin Table

| Field Name | Data Type |
|---|---|
| Admin_Id | INT(11) |
| Name | VARCHAR(100) |
| Email | VARCHAR(100) |
| Password | VARCHAR(200) |
| Role | VARCHAR(50) |
| Created_at | DATETIME |

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➢ *System Design*

- *Sequence Diagram*

Sequence diagrams are interaction diagrams that emphasize time ordering of messages. Objects are arranged along the X-axis with messages ordered in increasing time along the Y-axis. The grievance system sequence includes: user login → grievance submission → admin review → staff assignment → status update → user notification.

- *Use Case Diagram*

Use case diagrams model system behavior and help developers understand user requirements. Actors include Student, Staff, and Admin. Key use cases encompass: Grievance Submission, Status Tracking, Admin Management, Staff Response, and Report Generation.

## V. TESTING METHODOLOGY

➢ *Unit Testing*

Individual modules (user registration, login, complaint submission, tracking, admin response) were tested independently to identify and fix bugs at an early stage.

➢ *Integration Testing*

Tested interaction between modules, ensuring correct data flow between frontend (HTML/CSS/AngularJS), backend (PHP), and database (MySQL).

➢ *System Testing*

All functionalities (complaint registration, status tracking, admin actions, report generation) were validated together under real-time conditions to meet specified requirements.

➢ *User Acceptance Testing (UAT)*

Real users (students and staff) tested the system. Feedback was collected and necessary modifications were implemented to improve user experience and accessibility.

➢ *Performance & Security Testing*

The system was tested under multiple concurrent user loads to ensure scalability. Authentication, password protection, and data validation mechanisms were verified to safeguard sensitive user information.

## VI. SYSTEM IMPLEMENTATION

➢ *The Implementation Followed a Structured SDLC Approach as Described in [7]:*

- Requirement Analysis – Gathered needs from students and administration
- System Design – Designed architecture, database schema (ER model), and UI layouts
- Development – Built modules using HTML/CSS (frontend), PHP+MySQL (backend), AngularJS (control layer)
- Testing – Applied all testing methodologies to ensure error-free, efficient operation
- Deployment – System deployed on web server for browser-based access
- Maintenance – Regular monitoring, bug fixing, and feature updates based on feedback

## VII. CONCLUSION

The College Campus Grievance System has been successfully designed and implemented to provide a structured and efficient digital platform for handling institutional complaints. The system replaces the traditional manual process, making it easier for students, faculty, and stakeholders to submit issues and receive timely responses.

The system improves transparency, accountability, and communication between students and administration. Users can register complaints, track their status, and receive updates without delay. By implementing secure authentication and data validation, the system ensures confidentiality and data integrity.

Future enhancements may include mobile app integration, real-time SMS/Email notifications, AI-based complaint categorization, and analytics dashboards for better institutional decision-making [8].

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➢ *Websites*

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