

ABSTRACT

The Online Grievance Redressal App is a web application designed to enable students, staff, and faculty to submit grievances and complaints related to academic, infrastructure, administration, harassment, health and safety, and other issues. The app features a user login that allows authenticated users to submit complaints. The app also includes an admin login that allows the administration to view complaints and delete them when resolved. To ensure transparency the complaints are made visible to both the admin and the user. The app lets the admin to view the details of who made the complaint, assign it to the right professional and delete the complaints after resolving it. Overall, the Online Grievance Redressal App aims to provide a structured, user-friendly platform for students, staff, and faculty to submit complaints, and for the administration to address them in a timely and effective manner. By implementing this, the app seeks to ensure that complaints are resolved satisfactorily and that users feel that their grievances are being heard and addressed.