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# Introduction

The Employee Grievance Management System is designed to provide a secure, efficient, and transparent platform for managing employee grievances. It ensures grievances are addressed promptly and systematically while maintaining clear communication between employees, HR, and administrators.

## User Authentication and Authorization

### User Registration/Login

- **Secure Registration:** Employees and administrators can securely register using their company email addresses.
- **Secure Login:** Implement multi-factor authentication (MFA) to enhance login security.

### Role-Based Access Control

- **Employees:** Submit grievances, view status updates, and communicate with HR.
- **HR Personnel:** Access assigned grievances, communicate with employees, and update status.
- **Administrators:** Manage system settings, view all grievances, assign them, and monitor overall system performance.

## Grievance Submission

Employees can submit grievances detailing their concerns and attaching relevant documents if necessary.

### Form Fields

- **Grievance Type:** Dropdown to select the type of grievance (e.g., harassment, discrimination, workplace safety).
- **Description:** Text area for detailed description of the grievance.
- **Department:** Dropdown to select the relevant department.
- **Severity:** Dropdown to select severity level (e.g., low, medium, high).
- **Attachments:** Option to attach relevant documents (e.g., images, PDFs).

## Grievance Tracking

Track the status of grievances from submission to resolution.

## Notifications

- **Status Updates:** Notify employees about status changes (e.g., received, in progress, resolved) via email and in-app notifications.

## Admin Dashboard

### Dashboard Overview

- **Pending Grievances:** List of grievances awaiting action.
- **Resolved Grievances:** List of grievances that have been resolved.
- **Ongoing Grievances:** List of grievances currently being addressed.
- **Assignment Management:** Admins can assign grievances to HR personnel or specific departments.

## Communication Channels

### Built-in Messaging

- **Internal Messaging:** Allow direct communication between employees, HR, and administrators regarding specific grievances.

### Threaded Discussions

- **Organized Discussions:** Each grievance has a dedicated discussion thread for clarity and context, ensuring all communication is easily accessible.

# Additional Features

## Machine Learning-Based Clustering

- **Complaint Clustering:** Use machine learning to identify and group frequently raised complaints, helping to address systemic issues.

## Advanced Reporting

- **Comprehensive Reports:** Generate detailed reports on grievance types, resolution times, department performance, and more.
- **Time Based Insights:** We are going to implement time based analysis for complaints. Like which department took more time and average problem solving time duration of each department.

## Notification Reminders

- **Pending Action Reminders:** Notify the associated team or employees if any action is pending for more than 24 hours.

## Calls & SMS Integration

- **Urgent Issue Handling:** Integrate Twilio APIs for handling urgent issues via phone calls or SMS.

## Mobile App

- **On-the-Go Reporting:** Provide a mobile application for employees to report grievances from their smartphones.

## Feedback Collection

- **Post-Resolution Feedback:** Collect feedback from employees after a grievance is resolved to assess satisfaction and process efficiency.

## Feedback Dashboard and Sentiment Analysis

- **Dashboard:** Display collected feedback in an interactive dashboard.
- **Sentiment Analysis:** Analyze feedback to gauge employee sentiment and identify areas for improvement.

## Average Rating Display

- **Rating Overview:** Display average ratings for feedback department-wise and employee-wise, helping administrators and HR understand performance levels.
- Top positive and negative feedbacks based on departments