

# **Grievance Management System - Project Workflow**

## **Final Recommended Roles & Responsibilities**

### **Student**

- Submit grievance
- Track grievance status (Pending, In Progress, Resolved)

### **Admin**

- View all grievances
- Assign grievance to Employee (form committee if needed)
- Forward report to Registrar or VC

### **Employee (Committee Member)**

- View assigned grievances
- Investigate issue
- Chairperson submits final report

### **Registrar**

- Review final report
- Approve or reject report
- Mark grievance as resolved

### **VC (Vice Chancellor)**

- Optional role for more complex institutions
- Review forwarded reports
- Schedule meetings
- Forward to Registrar

## **Optional Features**

- Notification system (email/SMS/in-app)
- PDF report generation & download
- Admin dashboard with charts (grievance count by category/status)
- Search and filter grievances
- Commenting system for employees or admins

- Meeting scheduler for VC
- Role-based route protection (security)
- Audit logs for Super Admin access (view who did what and when)
- File attachments (supporting documents with grievances)