**Grievance Management System - Project Workflow**

**Final Recommended Roles & Responsibilities**

# Student

* Submit grievance
* Track grievance status (Pending, In Progress, Resolved)
* Get Support

# Admin(dosa)

* View all grievances
* View Employee
* Create Committee
* Forward report to Registrar or VC

**System Admin**

* Create Employee
* View Employee
* Create Admin
* View Admin

**Employee (Committee Member)**

* View assigned grievances
* View Report
* Chairperson submits final report to dosa(if employee is chairperson)

# Registrar

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

**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)