**GrieveEase** - An Innovative Online Grievance Redressal System

**Abstract**

In today's fast-paced world, effective grievance redressal is crucial for maintaining trust and satisfaction. Our project, GrieveEase, aims to revolutionize the process of lodging, tracking, and resolving complaints through an intuitive and structured online platform. GrieveEase empowers users by ensuring transparency and accountability throughout the grievance management process. Users can easily register and authenticate themselves, benefiting from a secure, role-based access control system that distinguishes between users, administrators, and resolution officers. The platform offers a user-friendly interface for submitting complaints, allowing categorization based on predefined categories and the ability to attach supporting documents and images.A standout feature of GrieveEase is its real-time complaint tracking capability, providing users with timely updates and notifications regarding the status of their complaints. Each complaint is assigned a unique ID, facilitating easy reference and follow-up. The platform also includes comprehensive dashboards and analytics tools, enabling users to view their complaint history and status while providing administrators with insights into complaint trends through data visualization.GrieveEase excels in complaint resolution by assigning complaints to appropriate resolution officers and facilitating interactions between users and officers through comments and updates. An escalation mechanism is in place to handle unresolved complaints effectively. Additionally, users can provide feedback and rate the resolution process, contributing to continuous improvement based on feedback analysis.The technical foundation of GrieveEase includes a modern tech stack comprising React.js for the frontend, Node.js and Express.js for the backend, and MongoDB for database management. The system employs RESTful APIs for seamless communication between the frontend and backend and utilizes libraries like Axios for HTTP requests and JWT for secure authentication. Chart.js enhances data visualization, ensuring a robust and efficient system for managing grievances.

**Keywords:** Online Grievance Redressal System, Complaint Management, Real-time Tracking, Data Visualization, Role Based Interface ,Feedback Analysis

**Domain:** Web Technology

**Method:** Full stack development

**Technologies Used:** React.js, Node.js, Express.js, JavaScript, MongoDB, RESTful APIs, Axios, JWT, Chart.js

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