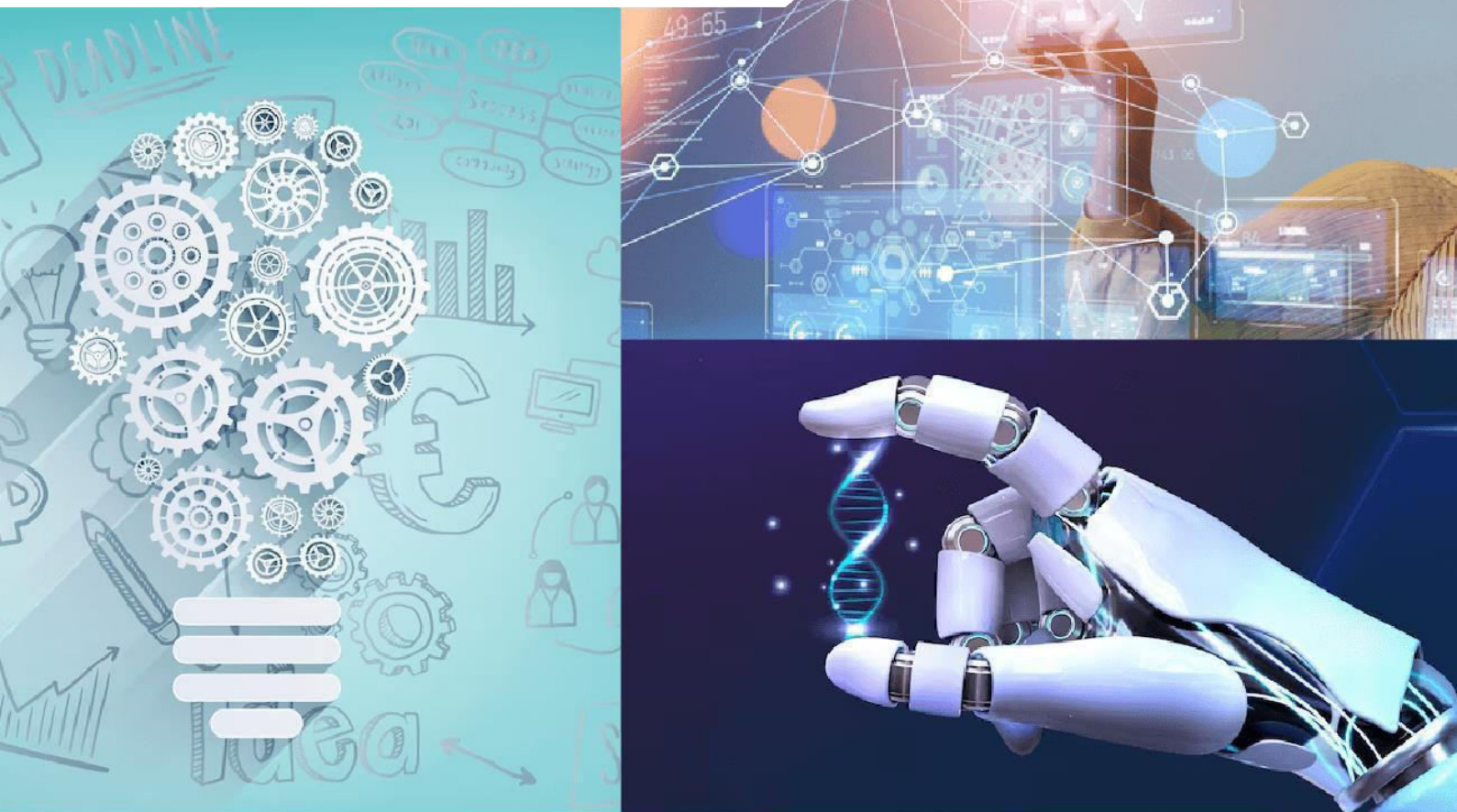




International Journal of Advanced Research in Education and Technology (IJARETY)

Volume 13, Issue 2, March-April 2026

Impact Factor: 8.152



Unified Grievances Redressal Portal

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ABSTRACT: The increasing number of complaints in institutions and organizations highlights the need for an efficient grievance management system. Traditional complaint handling methods are often manual, time-consuming, and lack transparency. This paper presents a Unified Grievances Redressal Portal that provides a centralized platform for users to submit, track, and resolve grievances efficiently. The system utilizes web technologies to streamline complaint registration, categorization, and resolution processes. Additionally, intelligent text classification techniques can be incorporated to automatically categorize complaints, improving response time and administrative efficiency. The portal ensures transparency, accountability, and user satisfaction by enabling real-time status tracking and automated notifications. The proposed system is implemented as a web-based application using Flask and SQLAlchemy, providing scalability and ease of access.

KEYWORDS: Grievance Management System, Flask, SQLAlchemy, Web Application, Complaint Classification, Automation

I. INTRODUCTION

In today's digital era, when people interact with groups online, how well they talk to each other shapes whether things feel smooth or frustrating. A big part of that back-and-forth? Working through complaints. Schools might see them. So do offices. Government spots too. Even shops and helpers who serve folks day to day. Problems pop up - broken systems, slow paperwork, glitches on screens, service that just misses the mark. When someone speaks up, getting answers fast matters. It keeps faith alive. Makes what's offered actually better over time.

Grievance handling usually happens on paper, via letters, messages, or face-to-face talks. These ways tend to be slow, messy, because there is no clear way to follow up. Often, issues get stuck, lost, or ignored since no solid process guides them. People grow unhappy, trust in the group fades along the way. Besides that, when things stay hidden, users struggle to see where their complaint stands or what steps officials have made.

Fast changes in tech have pushed organizations to adopt digital ways of handling tasks. Because of this, online apps now help run daily operations more smoothly. When it comes to dealing with complaints, one clear benefit shows up - a website lets people file issues, track what happens next, then get alerts when things change. From start to finish, everything stays visible. Efficiency grows under such setups, while openness does too, making responsibilities harder to ignore.

One big problem with old ways of filing complaints? They often get misplaced. That changes here. A single hub pulls everything together - simple forms let anyone share what went wrong. When someone reports an issue, it lands straight into an organized record system. Nothing slips through cracks. Details matter, so people add explanations plus files if needed. Officials review each piece to see clearly what must be fixed. Automation keeps things moving without extra steps. Clear data means faster clarity for everyone involved.

What stands out about the proposed system is how it sorts complaints into groups. When complaints go to the right team quickly, fixes happen sooner because they reach the correct department without delay. Things like road damage, software errors, or paperwork troubles each have their own label, making sorting easier. Another layer comes from using smart analysis that reads the words in a report and picks the best fit on its own. Less hands-on work means smoother operation across the board.

One key part of the portal involves how admins work within it. From their dashboard, those in charge see every complaint that comes through. Because they have full visibility, handling issues becomes more straightforward. When needed, staff members route reports to the right teams instead of keeping them unassigned. Updates happen smoothly - statuses shift as situations evolve. Some cases wait, others move forward, a few finish completely. People who submit notices get updates without having to ask constantly. Progress shows clearly at each stage. Knowing where things stand reduces uncertainty. Clear tracking means less confusion over time.

Database management tools sit at the core of how the portal functions. With something like SQLAlchemy, putting data away or pulling it back out happens without slowdowns. User records live alongside complaint logs and changing statuses - all kept safe inside. Because everything follows a clear layout, nothing gets lost or mixed up by accident. When needed, insights appear through summaries built from what's already there, showing patterns that point toward fixes before bigger problems start.

A web app built with Flask runs the suggested setup. This tool stays lean yet adapts easily, speeding up coding while linking smoothly to data storage. Access happens through browsers, so anyone online can report or follow issues from phones, tablets, or computers. Built to grow, it manages heavy user loads without slowing down. Efficiency holds steady even when demand rises.

What stands out about the Unified Grievances Redressal Portal is how it makes tracking complaint handling clearer. Because every step taken on an issue gets logged, oversight of team progress feels more straightforward. Tracking timelines like this helps teams meet resolution deadlines more reliably. When people know their work is visible, they tend to stay more focused on duties. Efficiency across units often rises when follow-through matters are transparent.

Even with digital complaint tools getting better, problems remain. Security worries pop up when storing user information. A flood of reports might slow things down unexpectedly. Performance hiccups appear under heavy loads sometimes. Strong login checks help lock things down tightly. Organized data storage keeps records flowing smoothly. Faster processing methods handle tasks without lagging. Smarter software could join later for sharper results. Alerts sent instantly keep people informed on time. Phone-friendly versions may show up down the road. Upgrades like these tend to arrive step by step.

Putting it all together, the Unified Grievances Redressal Portal marks real progress in updating how complaints are handled. With tools powered by internet-based tech and smart workflows, it creates a clear, steady space where concerns can be managed well. Instead of confusion, people get simplicity when sharing problems - this clarity feeds back into better performance across departments. Through this setup, everyday operations gain speed while trust grows quietly behind the scenes. Digital shifts like these show what thoughtful design can do when old routines meet new thinking.

II. LITERATURE REVIEW

Lately, more focus has landed on fixing how complaints get handled - mainly because tech keeps evolving, also people expect quicker replies when reaching out. Old ways of dealing with issues leaned on paper forms, long email threads, face-to-face visits. Those routes did let folks speak up - but slowness crept in, confusion popped up, follow-ups vanished into thin air. Tracking anything felt like guessing, outcomes dragged, some cases just disappeared. Frustration built quietly each time something fell through the cracks.

Now comes the web platform, changing how groups handle complaints. Instead of paper trails, people log issues from any location. One big shift: no more standing in line just to report something wrong. Progress shows up on screen, step by step. Offices stay informed without back-and-forth letters. A single hub holds everything together, cutting delays. Response times shrink when steps move online. Trust grows because actions leave traces everyone sees. Access opens wide, even after office hours shut down buildings. What once took days now finishes in moments.

Some research has looked at how e-governance tools work for handling complaints. Digital tech is used in these programs to make public services run smoother. When it comes to solving grievances, online platforms help organize how issues are reported, sorted, and fixed. Government offices, schools, and companies often use these setups now. Studies show better results in service speed and people feel more satisfied using them.

A big part of today's complaint handling lies in sorting issues into groups. When complaints get sorted correctly, they reach the right team more quickly. Back then, people did it by hand - someone would read and decide where each one belonged. Mistakes happened often since judgment could differ from person to person. Because of these problems, experts started testing smart algorithms that learn patterns in written reports.

Sometimes a computer figures out how to sort words by using tricks like Naïve Bayes or Decision Trees. One way it works is by spotting familiar pieces in customer messages, then putting each one where it fits best. Support Vector Machines do something similar but draw invisible lines between different kinds of complaints. Another method,

Logistic Regression, weighs clues in sentences before deciding what group they belong to. Patterns found earlier help these tools get better over time without being told every single rule. Instead of people reading everything, machines now handle much of the sorting quickly. Errors happen less often when automated systems label incoming texts. Words alone are messy, so extra steps clean up the meaning first. Natural language processing pulls out key ideas hidden inside long blocks of freeform writing. This cleanup helps classifiers understand things more like humans would. With smarter word handling, predictions become sharper and more reliable. Hidden structures in speech turn into useful signals for decision-making. Older methods needed strict formats, but today's ways deal well with chaos. Training on past examples allows new inputs to be managed efficiently. The whole process runs faster while making fewer mistakes than traditional approaches.

Storing complaints well means linking systems to databases properly. When loads of reports come in, finding them fast matters just as much as saving them. Tools like MySQL or PostgreSQL often handle the actual storage work behind the scenes. Instead of writing raw database code, developers lean on helpers such as SQLAlchemy to bridge apps and data more smoothly. With these pieces in place, details about users, issues, and progress stay organized without falling apart.

How a system looks can make a big difference when people report problems. Smooth layouts help users move around without confusion, thanks to straightforward paths and visible guidance. Studies on how people interact with digital tools often highlight clean structure and ease of use as key factors. Elements like logical form fields, obvious progress markers, or designs that adapt to different screens lift overall satisfaction. Tools such as HTML, CSS, JavaScript, alongside platforms like Flask or Django, support building flexible, accessible online experiences.

Besides letting people file and follow up on complaints, today's grievance platforms usually offer admin panels to handle cases. From one screen, managers see every reported issue clearly, making oversight smoother. Because filters, order options, and progress markers are built in, keeping track becomes less effortful. When patterns emerge across reports, some upgraded setups reveal them through data summaries and trend views - this helps teams spot repeat problems before they grow.

Getting updates is key on digital complaint tools. When alerts go out automatically, people stay informed without having to check constantly. These messages might arrive by email, through a text, or inside the app itself. Studies show clear proof - quick replies build confidence and keep users engaged. Linking alert features into the system makes handling issues faster and smoother.

Even with better online complaint tools, problems still pop up. Keeping personal info safe matters a lot here. These platforms deal with private details, so strong logins and shields around data must be in place. Scrambling data, using protected sign-in steps, along with tight entry rules help protect what users share. Dealing with tons of reports at once brings another hurdle - systems need room to grow and resources handled wisely.

Still, plenty of current setups keep complaint filing, sorting, and fixing in separate silos. Because of that split, everything slows down. One whole piece tied together would work better. A single place where reports start, get labeled, move through steps, then close - that kind of setup fills the missing spot. What comes forward here stitches each part into one view: sign in a concern, tag it right, follow its path, see it settled.

Starting off differently each time, studies now explore smarter ways to handle complaints through tech like artificial intelligence alongside data analysis. Though not perfect, these tools spot rising problems before they grow large by watching past cases closely. Sometimes beginning mid-thought, pattern-finding software digs into old records, uncovering hidden cycles others miss easily. Hidden within numbers, clues emerge showing where fixes are needed most urgently. With every update, response systems gain sharper focus thanks to machine-driven insights guiding decisions quietly behind scenes.

So far, studies show digital tools for handling complaints work faster and clearer than old methods. Yet gaps remain

- systems often lack flexibility, smart features, or room to grow. What's introduced here takes what works, then ties it together into one automatic flow, smoothing out how issues get managed while lifting both speed and trust on the receiving end.

When tasks run on their own, fixing problems gets faster. Machines take less time to sort issues compared to people doing it by hand. Mistakes slip in more often when humans manage everything. With smart setups, responses come

quicker without waiting days. Handling concerns becomes smoother once routine steps are handed off to software. Speed improves when systems track cases automatically.

Still, studies highlight how easy-to-use layouts matter in online tools. Because straightforward menus and clean screens help people engage well - particularly those without tech skills

- the experience becomes less frustrating. A person finds their way faster when things look familiar. When buttons make sense at a glance, confusion drops off. Even first-time visitors can move around without asking for help. Clarity shapes behavior more than most realize.

Cloud tools now help manage complaint processes on a larger scale. Thanks to online setups, dealing with many cases at once becomes more manageable. Handling concerns smoothly comes down to how well these systems adapt when demand grows.

One thing papers often mention? Security. To keep users' info safe, systems need solid verification steps - otherwise trust starts to crack. Privacy holds up only when safeguards actually work.

Besides spotting trends in complaints, data analysis lets groups act before issues grow. When combined - automation alongside safeguards and insight tools - handling grievances works better.

III. METHODOLOGY

A. System Architecture

A single entry point ties together forms, server logic, database interactions, plus oversight tools within the system. Complaints move into view by way of online screens that link outward. Behind those pages, a Python-driven engine sorts inputs, routes information, then locks it safely away. Oversight happens through a control zone where staff watch cases unfold, shift ownership, adjust conditions. Clear movement from start to resolution stays visible throughout the flow.

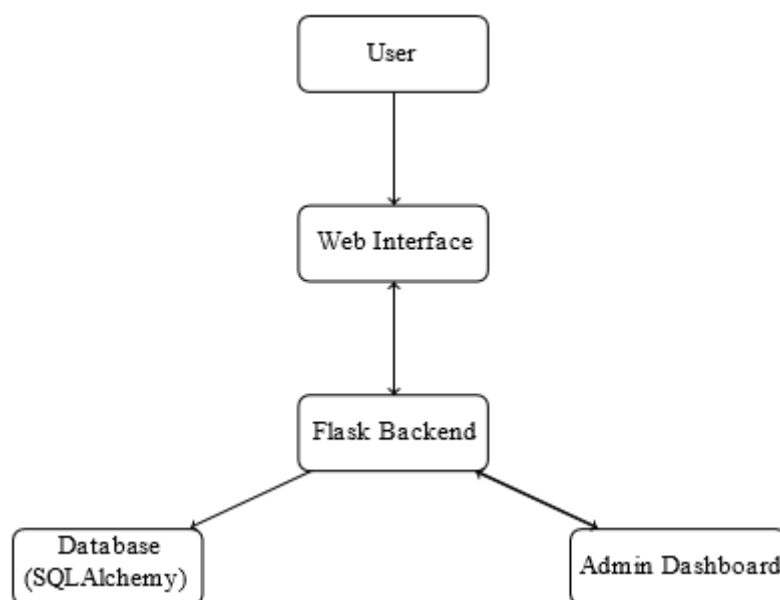


Fig. 1. System Architecture of Unified Grievances Redressal Portal

B. User Authentication

Access begins when someone signs up with real information, kept safe inside the storage. A person must set up a profile before doing anything else on the site. Once that step finishes, logging in checks if the details match what is saved. Only after matching happens does the door open to private areas.

Keeping records locked down stops strangers from getting in by mistake. Someone might do it by hand, or a smart text tool could step in to help. When labels fit well, things move faster. Time saved comes from getting the group right the first try.

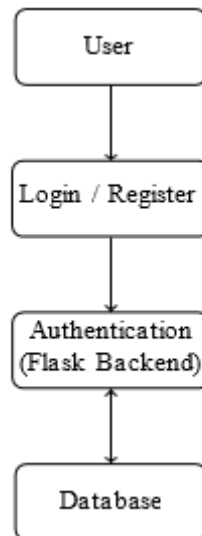


Fig. 2. User Authentication Process

C. Complaint Submission

Submitting complaints happens via an online form built for clarity. A person fills in the title, picks a category, then writes out what went wrong - documents can tag along if needed. After hitting send, it lands safely inside the database. Each entry grows its own ID number, quietly waiting updates. Tracking stays smooth because nothing slips into chaos. Order comes alive when every report finds its place.

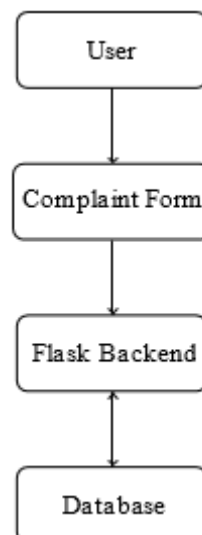


Fig. 3. Complaint Submission Process

D. Complaint Categorization

Complaints get sorted into set groups - infrastructure, technical, or administrative - not by chance but design. Because of this sorting, reports reach the right teams more quickly.

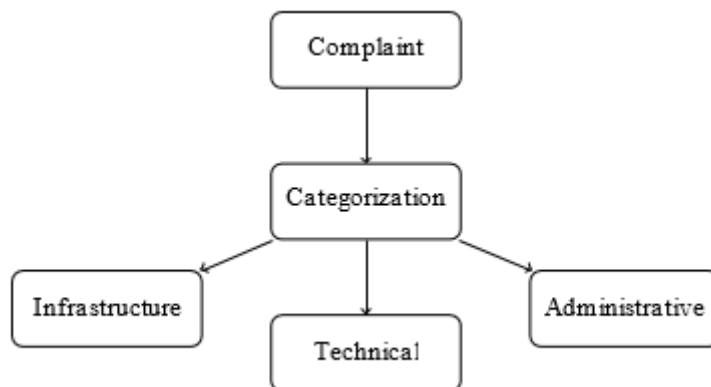


Fig. 4. Complaint Categorization Process

E. Database Management

Running on SQLAlchemy, the system handles database tasks without slowdowns. Stored neatly, every user profile, complaint, and update keeps uniformity across entries. Fast lookups and edits happen thanks to well-built backend storage. With everything filed properly, tracking issues becomes straightforward and steady.

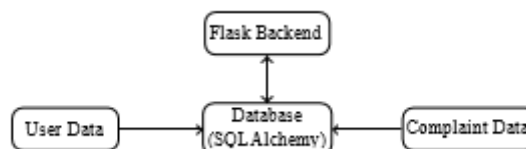


Fig. 5. Database Management System

F. Admin Dashboard

From the moment someone files a complaint, it lands right inside the admin hub. Inside, team leads check each report, pass them along, then mark how far they've moved. Sorting by type or urgency helps keep track without getting lost. Progress shows clearly so nothing slips past its deadline. Handling things here means responses happen faster, problems get fixed sooner.

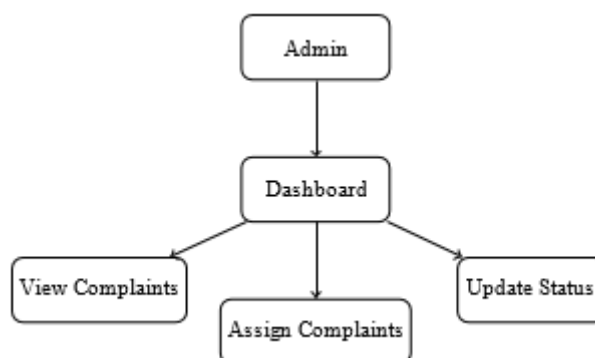


Fig. 6. Admin Dashboard Functionality

G. Status Tracking

With just a special number, anyone can see where their complaint stands at any moment. Updates like waiting, being looked into, or fixed show up right on screen. Seeing each step builds trust because nothing gets hidden. Fewer check-in calls happen since people already know what is going on.

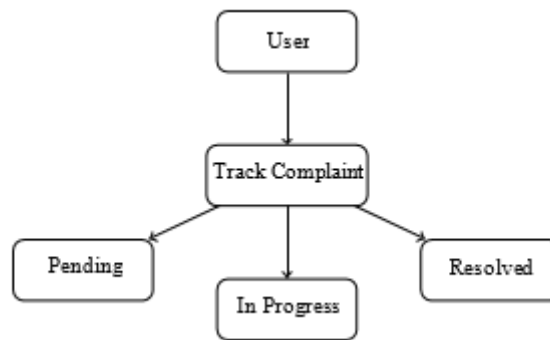


Fig. 7. Complaint Status Tracking Process

IV. RESULTS AND DISCUSSION

From the start, quicker fixes happen because machines handle tasks once done by hand. Tracking where things stand now happens live, so nothing hides in silence. Complaints find their way into the system without hassle, watched closely until closed. When tested against old ways of working, this setup proves sturdier and faster each time. Smooth handling comes naturally when steps flow without delays piling up.

A. Performance

When you send a complaint, things move quickly. Behind the scenes, information gets stored just as fast. Updates appear right away, no waiting around. Smooth handling keeps everything running without hiccups. Performance stays steady even when loads get heavy. Data flows in and out without sticking anywhere.

TABLE I
SYSTEM PERFORMANCE ANALYSIS

Process	Time (seconds)
Complaint Submission	1.0
Data Storage	0.5
Status Update	0.7
Data Retrieval	0.6
Total	2.8

B. Comparison

A fresh look at how things are done reveals gaps between older methods and what's being suggested now. Instead of slow hand-driven processes, something quicker steps in. Where paper trails used to hide progress, clarity takes over here. Unlike earlier digital attempts stuck halfway, full machine handling runs through every step. Speed jumps up, visibility improves, control stays steady. Not everything changes, but what matters shifts clearly ahead. Reliability grows when systems stop needing constant oversight.

TABLE II
COMPARATIVE ANALYSIS

Method	Efficiency	Transparency	Automation
Manual System	Low	Low	No
Basic System	Medium	Medium	Partial
Proposed System	High	High	Yes

C. Discussion

Tests show the new Unified Grievances Portal makes handling complaints faster and clearer. By turning tasks like filing, sorting, and following up into automatic steps, it cuts down on human work and waiting times. One main storage point keeps records tidy while letting staff pull details fast. People find it simple to use because screens respond well

and updates appear instantly. Old ways relied more on paper trails; this version holds everyone more responsible through steady performance. Still, it runs only when connected online while needing regular upkeep to work well. Mostly though, this setup handles today's complaint tracking in a flexible yet manageable way.

V. CONCLUSION

One way to handle complaints better is through this online portal that brings everything together. Starting fresh each time, it organizes reports so nothing slips through cracks. Because tasks move automatically, people do not need to chase updates constantly. Updates appear instantly, giving everyone clear sight into where things stand. Built on solid web systems, information flows quickly without delays. Security stays strong since data lives in protected storage zones. Those watching over cases get sharper tools to act at the right moment. Manual work drops when the system steps in, while users tend to feel more satisfied. Wherever services matter - schools, offices, agencies - this setup finds its place easily, lifting how things run and who answers for them.

VI. FUTURE WORK

One way to boost the system is by adding smart tools that make it work better plus respond faster. What helps a lot is using artificial intelligence so complaints get sorted without manual effort. A phone app could let people reach the service quicker when they are away from computers. Instant updates through messages or emails might pop up right after changes happen. Administrators may notice repeating problems easily if given a visual summary of data trends. Starting off, adding several languages helps more people reach the system easily. Efficiency climbs when intelligence blends smoothly into daily tasks. A friendlier setup shows up through simpler choices and clearer paths.

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International Journal of Advanced Research in Education and Technology

ISSN: 2394-2975

Impact Factor: 8.152