

GrievanceDesk



Grievance Redressal Software

Grievance Redressal Portal as per AICTE Norms



Notify



Assign



Investigate



Result/Report

Website: www.grievancedesk.com

What is GrievanceDesk Software?

Grievance Desk is a well-designed Grievance Redressal Portal based on AICTE norms which provides an effective grievance procedure which includes registering, assessing and sorting of grievance. This software provides a full-service platform for identifying and managing grievances, monitoring their status, generating reports and statistics, and proactively resolving issues at all stages. In Grievance redressal mechanism a complaint can be lodged by students, parents, teachers and other non-teaching staff against any discontent or about any lack of action.

Procedure of Grievance Redressal System



Notify

To inform the authorities about any discontent or lack of action.



Assign

To allocate someone for finding the facts of complaint.



Investigate

To carry out the research regarding the grievance submitted.



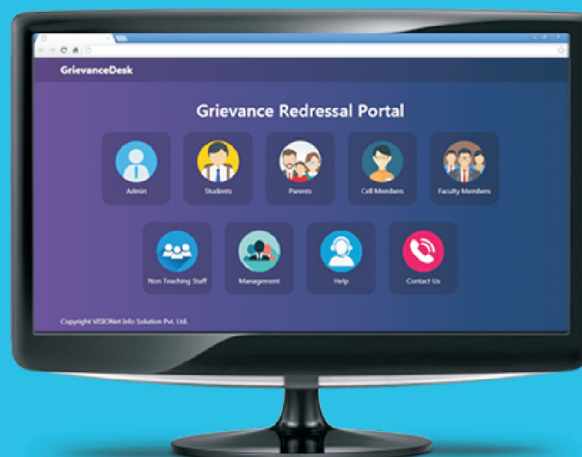
Result/Report

To allocate someone for finding the facts of complaint.



Benefits of GrievanceDesk Software

- ➔ Students, parents, faculty, alumni, non-teaching staff and management can lodge complaints in a discreet manner.
- ➔ It encourages users to raise grievances without fear.
- ➔ It provides a fair and speedy grievance handling system.
- ➔ It saves time of an individual and cell members.
- ➔ It is an improved communication and alerts via Email
- ➔ Online grievance redressal system is available 24*7
- ➔ Maintain confidentiality
- ➔ eGrievance is fast then paper-based grievance.
- ➔ Systematic and trustworthy grievance reporting



Features of GrievanceDesk

It is designed in accordance with AICTE norms

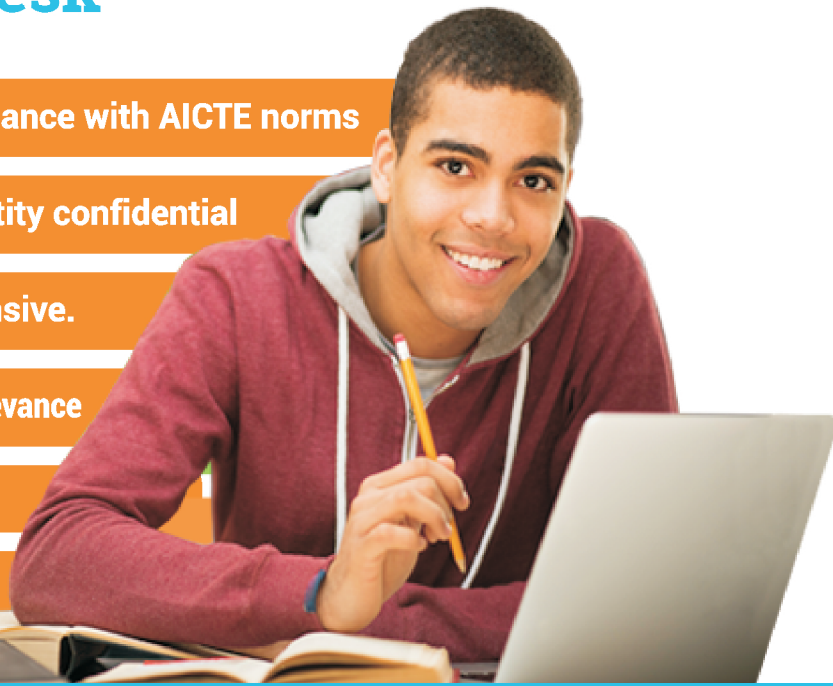
It keeps the user identity confidential

It is simple and responsive.

One Can attach supporting files in favor of the grievance

One can view the reply for the complaint posted

View notifications form the grievance cell members



Online Grievance Redressal Software as per AICTE norms

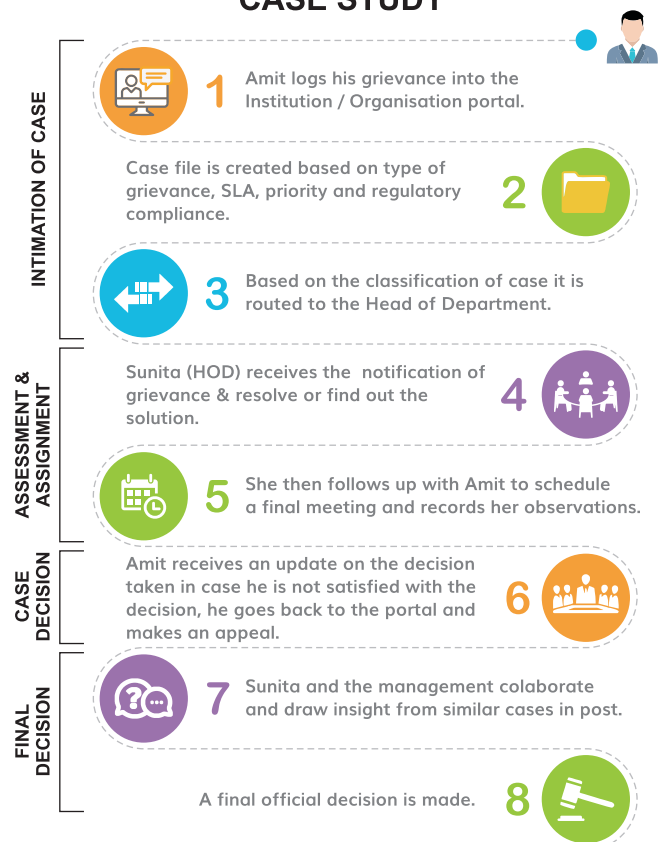
How Grievance Redressal System Works?

As per AICTE directive in 2017, it has become necessary for all institutions to have mechanism for online registration of grievance for students and the faculty members.

We hereby explain the process of working of a Grievance redressal system. In the given workflow, in which you will find the steps from filing a grievance to getting a report or solution of grievance.



CASE STUDY



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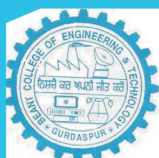
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