

Student Grievance Management System (WordPress)

1. Overview

This project is a complete WordPress-based website for managing student grievances. It allows students to submit complaints, track status, and enables administrators to manage and resolve issues.

2. Requirements

- Domain & Hosting
 - WordPress installed
 - SSL Certificate
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3. Recommended Plugins

1. WPForms (or Contact Form 7) – grievance submission form
 2. User Registration Plugin – student login system
 3. WP Customer Area / Support Ticket System – complaint tracking
 4. Admin Columns – manage submissions easily
 5. WP Mail SMTP – email notifications
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4. Website Structure

Pages:

- Home
 - About
 - Submit Grievance
 - Track Complaint
 - Student Dashboard
 - Admin Dashboard
 - Contact
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5. Step-by-Step Setup

Step 1: Install WordPress

- Install WordPress on your hosting
- Choose a clean theme (Astra, GeneratePress)

Step 2: User Registration System

- Install "User Registration" plugin
- Create roles:
 - Student
 - Admin

Step 3: Create Grievance Form

Fields: - Name - Student ID - Department - Complaint Category - Description - Upload File

Use WPForms → Create Form → Add fields → Enable email notification

Step 4: Complaint Tracking System

Option 1: Use Plugin - Install "Awesome Support" or "SupportCandy"

Option 2: Custom Post Type

Add this code in functions.php:

```
function create_grievance_post_type() {
    register_post_type('grievance',
        array(
            'labels' => array(
                'name' => __('Grievances'),
                'singular_name' => __('Grievance')
            ),
            'public' => true,
            'has_archive' => true,
            'supports' => array('title', 'editor', 'custom-fields'),
        )
    );
}
add_action('init', 'create_grievance_post_type');
```

Step 5: Dashboard for Students

- Show submitted complaints
- Status: Pending / In Progress / Resolved

Use shortcode or plugin dashboard features

Step 6: Admin Panel Features

- View all complaints
 - Assign to departments
 - Update status
 - Reply to students
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Step 7: Email Notifications

- Confirmation email on submission
 - Status update notifications
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6. Database Design (Conceptual)

Table: grievances - id - student_id - name - department - category - description - file - status - created_at

7. Optional Advanced Features

- OTP login
 - Anonymous complaints
 - Priority tagging
 - SMS alerts
 - Analytics dashboard
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8. Security Tips

- Use CAPTCHA
 - Limit login attempts
 - Use HTTPS
 - Sanitize form inputs
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9. UI Suggestions

- Clean dashboard
 - Status color coding
 - Mobile responsive design
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10. Deployment

- Test all forms
 - Check email delivery
 - Optimize speed (LiteSpeed / WP Rocket)
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11. Future Enhancements

- AI-based categorization
 - Chatbot support
 - Mobile app integration
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Done 

Your Student Grievance Management System is ready to deploy!