

Requests & Grievances

EFFECTIVELY MANAGE
AND TRACK INMATE
REQUESTS & GRIEVANCES



Tusa's Requests & Grievances enables inmates to quickly and accurately make requests and report grievances using electronic forms.

As part of Tusa's innovative Direct 2 Inmate this module allows correctional facilities to quickly respond to any requests and grievances and track all activity.

Tusa's Inmate Request & Grievance system significantly increases operational efficiency and reduces the personnel effort needed for request and grievance handling and processing, while simultaneously providing a full audit trail of all actions taken.

How it works

Using a unique identification method (biometric, RFID tag, etc) inmates are authorized to log on. On successful identification the inmate's session is initiated providing requests and grievance capabilities immediately and directly. The inmate completes a simple electronic form, which is sent to the appropriate staff for action.

Tusa's Inmate Request & Grievance system is fully customizable to meet the facility's requirements.

Examples of complaint and request types include:

Property
Medical Treatment
Library
Visits
Dietary Restrictions and Food
Housing Concerns
Legal
Religious Services

The appropriate staff view the request or grievance and log any action taken, and inmates can track the progress through the system in real time.

Benefits

Efficiency & Time Savings

Faster and more accurate request and grievance processing. Reduces staff time in processing, following up, and responding to inmate questions and complaints.

Automation

Streamline requests and grievances processes and procedures to reduce work duplication, and ensure that staff resources are managed cost effectively.

Flexibility

Ease of integration with existing security and inmate management systems and services, to avoid information replication.

Full Audit Trail

Records all actions and transactions carried out by staff and inmates, and a full audit trail is stored.

Accountability

Allows facilities to substantiate that they have met their responsibilities to respond to inmate concerns fairly and timely. Provides increased protection from litigation.

Reporting

A range of flexible reports are available to meet the facility's information needs.

Single Platform

Central management of applications, system users and kiosks.

Functionality

Electronic Forms

Simple electronic request and grievance forms can be fully customized to meet the facility's requirements and practice.

Facility Rules

Rules can be applied by the administrator including automated expiration date, auto-archive settings and target response times.

Process Management

Workflow processes can be defined to control routing of requests and grievances to the appropriate staff as determined by the facility.

Messaging Management

An internal messaging system is incorporated, allowing staff and inmates to communicate in a secure and controlled way.

Account History

Each action is date and time stamped and stored. Inmates can view request and grievance status without having to rely on staff.

Archiving

Closed requests and grievances are automatically archived and can be viewed at any time.

Import/ Export Capability

Information can be imported or exported to third party systems.

Real Time Information

Is always displayed to ensure staff and inmates can track the progress of requests and grievances.

Bilingual

Allows for inmate communication and requests in English and Spanish.

Integration

Tusa's Inmate Request & Grievance system can be integrated with third party systems to provide direct responses to requests

Security

Secure Logon

Controlled access to inmate personal accounts to make requests and grievances.

Confidentiality

Specific requests and grievances can be marked as confidential adding an extra layer of security regarding sensitive information.

Tamper proof Software

Ensures inmates have no access to the internet and other restricted information or systems.

**For more information call 707-888-8556
or email us at sales@tusa-usa.com**

Tusa Inc. is an industry expert in correctional security and information technology. Using innovative direct to inmate communication and biometrics technologies Tusa helps correctional facilities create more secure environments and efficient inmate management processes. www.tusa-usa.com. Tusa is the US subsidiary of Core, the leading correctional industry biometric and identity management company in Ireland www.coresystems.biz.

Tusa Reg. U.S. Pat. & T.M. Off

