



# Requests and Grievances

Eliminating paperwork, increasing efficiency

GTL's electronic Requests & Grievances module streamlines facility operations by replacing paper forms with electronic filing – making the process more convenient and efficient for inmates and staff.

GTL's electronic reporting system provides digital, customizable forms that are filled out on a tablet. The entire review, response, and findings process is also handled electronically, which eliminates paperwork.

## Features

**Eliminating Paper Forms** – GTL's flexible form builder lets you digitize any paper form, including those featuring text, yes/no questions, checkboxes, and more. You can group forms into categories (such as Legal) and have questions marked as required so the form cannot be submitted without all areas being completed.

**Tracking Process** – Individuals can fill out a form by selecting a category (such as Facility Requests), choosing a specific form (such as Classification request), and answering the facility-required questions. Once submitted, they are given a reference number and can access the submitted information at any time.

**Routing Forms to Assigned Staff** – GTL's system allows you to assign staff members as responders to specific types of forms in which they have experience. These designated recipients are notified of submissions (and alterations) via email and can view and securely respond to requests from any Web-connected browser.



**Response Features** – Your facility staff members can utilize such features as internal notes, internal tags, re-categorization, rejection options, direct response, email forwarding, status changing, reports, and audit to assess a request or grievance. Documents can also be attached to the form and optionally shared with the incarcerated individual.

**Foreign Language Translation** – You can translate foreign language forms into English, respond in English, and translate the submissions into the native language of the submitter. In addition, incarcerated individuals can also translate those forms into their native language.

**Configurable Grievance Levels** – The system allows you to set appeal levels, deadlines, and questions. There are safeguards and options such as keyword search, automatic appeal, and built-in escalation for delayed submissions.

## **Benefits**

**Huge Operational Efficiencies** – Frees up staff from time-consuming paper task management and speeds up process, even if volume of requests and grievances increases

**Mitigates Risk** – Supports existing facility grievance processes, minimizes expensive legal costs, and supports chain of custody because submitted forms cannot be altered

**Supports Follow-up Communication** – Enables information sharing directly within the system, if additional questions are necessary

**Routing to Others** – Provides an easy way for staff to forward a submission to those with more knowledge on a particular subject

**Searchable & Sortable** – Allows for easily filtering by inmate name, category, form name, or status

GTL works to transform correctional facilities into rehabilitative environments by providing technology that meets facility needs, keeps communities safe, improves the wellness of incarcerated individuals, and fuels successful reentry for returning citizens. Leading the correctional technology field, GTL provides communication, rehabilitation, investigative, intelligence, finance, and reentry solutions.

