





# Grievances





## *Find the Grievance Screen*

1. Log into **CIS** and select **Site Map** 
2. Under **Facilities**, select **Offender Search**
3. Select the **Grievance** tab
4. Select the **Offender Search** link to retrieve an offender or select the **Offender Profile**  to retrieve the last one in memory
5. Select **Grievance Search**. The grievances stored for this offender will appear

## *Add a New Grievance*



1. Select **Add**  within the **Grievance Search** page. The **Grievance Detail** page will display.
2. Generate the appropriate information in the fields
3. Ensure the **Level 1** radio button is selected 
4. Select **Save**

## *Print or Email a Grievance*



1. Retrieve the offender through **Offender Search** if necessary
2. Navigate to the **Grievance Search** page
3. Select the correct **View Grievance** 
4. Select the  icon near the top of the page. This will open a "pdf" window with the grievance details
5. To print a hardcopy of the grievance, click the **Print** icon  next to 'Grievance Detail'
6. To email a copy of this grievance, you must save it first to your computer. Click the **Save**  icon, indicate a file name and location of your choice, and click **Save**. The file is now ready to be attached to an email through Outlook

Note: Be certain to select the highest level (if Level 2 or 3 appealed) in this grievance before saving or printing. This will ensure that all appeal information is retained in the final emailed or printed copy.

## *Enter Level 2 Grievance Information*

1. Retrieve the offender through **Offender Search** if necessary
2. Navigate to the **Grievance Search** page under the Operations tab
3. Select the correct **View Grievance** 
4. Select the **Level 2** radio button  and fill in the appropriate information
5. Select **Save**

## *Enter Level 3 Grievance Information*

1. Retrieve the offender through **Offender Search** if necessary
2. Navigate to the **Grievance Search** page
3. Select the correct **View Grievance** 
4. Select the **Level 3** radio button  and fill in the appropriate information
5. Select **Save**

## *Search for a Grievance Report (Listing)*

1. Select **Grievance Reports**
2. Enter the desired search criteria
3. Select **Find**