

## What's included in this module:

The Offender Grievances module tracks offender grievance requests and the various levels of review and approval that follow such a request.

## What's in it for me?

One system for all of my work

Less paper-based processes

Access to more information and documents

## Associated Roles:



Grievance Specialist



Grievance Manager



# Module: Offender Grievances

## Key Changes?



OGRE will be replaced by DELTA for managing Offender Grievances.



There will be an editable text field to enter an offender's grievance in DELTA, instead of uploading the hard copy of the complaint from the offender.



The new Grievance Search function will be more organized, and you will be able to search by DOC number, First Name, Last Name, Case #, Region, Location, Case Status, Category.



In DELTA, Grievance Specialists will receive a notification with all Grievances, regardless of topic code/Grievance Category. This will allow better line of sight into all Grievances.



The Grievances signature pad will be auto-filled based on who signs in. This will save time for end users.

## What will be the same?



The same information will be collected for an offender's grievance



The approval path for grievances will remain the same



## Project DELTA



To find out more, visit: <https://www.in.gov/idoc/home/project-delta/>