



Grievance Reports Guide

Grievance Reports Overview

The **Grievance Reports** module takes all the grievance reports created in **Intake / Booking Records** and compiles them so you can see the grievances of all inmates or search for a specific inmate's grievances. You can also run reports on these records to get a list, details on a specific inmate and their grievance, or statistics of the records.

Inmate Grievance Reports: View Record

LOOKUP NEW GRIEVANCE REPORT AUDITS BACK

« FIRST < PRIOR NEXT > LAST »

SAVE DELETE

Inmate: DOE, JAMES (WHITE MALE)
Booking #: 20250100002
Cell: / Bunk #:
Intake Date: 01/06/2025 16:22
Release Date:

Case Number:	Grievance Type:	Disposition:
2025-0001	FOOD PROBLEMS	X DISMISSED NOT A VALID GRIEVANC X
Report Date:	Time:	Report By:
08/04/2025	08:57:15	603 ELDER, MARTIN WILLIAM X
Review Date:	Time:	Review By:
08/18/2025	00:00:00	604 SOMSLAST, SOMSFIRST X
Disposition Date:	Time:	Disposition By:
08/25/2025	00:00:00	603 ELDER, MARTIN WILLIAM X

Grievance / Disposition Notes Images Attachments

The first part of this guide explains searches. If you need explanations on an already existing record, see the *Filling Out a Grievance Record* to get more information on the different fields and tabs available.



Grievance Reports Guide

Contents

Grievance Reports Overview.....	1
Searching for Existing Grievance Records.....	3
Quick Searches.....	4
Standard Searches	5
Creating a Grievance Record.....	7
Filling Out an Grievance Record – Fields.....	9
Filling Out an Grievance Record – Tabs	11
Grievance / Disposition Tab	12
Notes Tab	13
Images Tab	15
Attachments Tab.....	16
Grievance Record Topics	18
Grievance Record Reports	19
List Reports	20
Details Report	22
Stat Reports	24
For More Information	26



Grievance Reports Guide

Searching for Existing Grievance Records

To search existing grievance records, begin on the iSOMS home screen.

Navigate to:

Corrections → **Inmate Tracking** → **Grievance Reports**



This will open the **Inmate Grievance Reports: Search** screen. Here you can search and filter for different grievance records. You can either use the blue buttons to do *quick searches* or enter information in the fields to do *standard searches*.

The 'Inmate Grievance Reports: Search' screen features several search parameters:

- Time filters: LAST 7 DAYS and LAST 30 DAYS.
- Search fields: Inmate (text input), Reports From (date input), Reports Through (date input), and Case # (text input).
- Advanced filters: Grievance Type (dropdown), Disposition (dropdown), and a checkbox for All Agencies.
- Match type selector: Type of Match (dropdown) with options: Begins (radio button selected), Contains, and Ends.
- Archived filter: Show Archived Only (checkbox).
- Action buttons: ALL, LOOKUP, and CLEAR FILTER.



Grievance Reports Guide

Quick Searches

A few different quick searches are available by using the blue buttons.

LAST 7 DAYS

LAST 30 DAYS

Last 7 Days and **Last 30 Days** will show you all the records in the specified recent time periods.



Grievance Reports Guide

Standard Searches

Various fields are available if you need to do a search that the quick searches won't work for. Fill in the fields to narrow the search and click **Lookup** at the top or bottom of the page to perform the search. If you need to start over, simply click **Clear Filter** to remove all search field entries.

LOOKUP

CLEAR FILTER

Field Explanations

Inmate:



This field, **Inmate**, lets you search for a specific inmate's records. Just type their name and a search box will open, or click the magnifying glass and you can find an inmate to search for just their grievance records.

Reports From:



Reports Through:



Case #:

Use these fields to narrow the search by date range or a specific case number (use *Type of Match* if you need to do a number search for numbers that *contain* or *end* instead of *begin* with what you enter). Use **Reports From** and **Reports Through** to search between the dates selected. Use **Case #** to search the case number field, such as *2024-00* to show the first reports in 2024, or another entry if you use a manual numbering system.

Grievance Type:

FOOD PROBLEMS

Disposition:

DISMISSED NOT A VALID GRIEVANC

Grievance Type lets you categorize grievance reports so you can search by type here.

Disposition is for the general disposition type, not a specific action. Search by disposition type here, and then you can add details on the disposition on the actual report in the disposition notes box.



Grievance Reports Guide

Inmate Grievance Reports: Search Results											LOOKUP	NEW GRIEVANCE REPORT	REPORTS	MAINTAIN FILES
Search Criteria ►											Search Results			
10 Records											EXPORT GRID TO FILE		VIEW ALL AGENCIES	
Inmate Last Name	Inmate First Name	Booking #	Case Number	Cell	Bunk #	Report Date	Grievance Type	Disposition	Disposition Date					
DOE	JAMES	20250100002	2025-0001			08/31/2006 14:53	FOOD PROBLEMS	DISMISSED NOT A VALID GRIEVANC						
ELDER	MARTIN	1020	ABC			09/02/2006 06:43	FOOD PROBLEMS	DISMISSED NOT A VALID GRIEVANC						
			ALL MEDICAL			01/13/2010 00:00	FOOD PROBLEMS	IN FAVOR OF INMATE	08/21/2011 00:00					
			D617A			09/03/2006 11:27	FOOD PROBLEMS	IN FAVOR OF INMATE						
						09/03/2006 12:23	FOOD PROBLEMS	DISMISSED NOT A VALID GRIEVANC						
						09/03/2006 12:23	FOOD PROBLEMS	DISMISSED NOT A VALID GRIEVANC						
						08/04/2025 08:57	FOOD PROBLEMS	DISMISSED NOT A VALID GRIEVANC	08/25/2025 00:00					
						01/31/2013 09:00	FOOD PROBLEMS							

As mentioned above, when you have finished with your search parameters, click **Lookup** to perform your search. Double click on the desired entry to view, edit, or delete the record.



Grievance Reports Guide

Creating a Grievance Record

Typically, grievance reports are created on an inmate's booking record under the **Grievance** tab. See the *Corrections Manual* for more information on how to add grievance records under that tab.

The **Grievance Reports** module also allows you to create records here. Navigate to the search screen and click **New Grievance Report** in the upper right.

The screenshot shows the "Inmate Grievance Reports: Search" interface. At the top, there are four buttons: "NEW GRIEVANCE REPORT" (highlighted with a large black arrow), "AUDITS", "REPORTS", and "MAINTAIN FILES". Below these are two date range buttons: "LAST 7 DAYS" and "LAST 30 DAYS". The main search area has fields for "Inmate:" (with a magnifying glass icon), "Reports From:" (with a calendar icon), "Reports Through:" (with a calendar icon), "Case #:", "Grievance Type:" (with a dropdown menu showing "FOOD PROBLEMS"), and "Disposition:" (with a dropdown menu and an "X" icon). At the bottom right of the search area is a large blue button labeled "NEW GRIEVANCE REPORT".

This will open a search box. Type the name of the inmate and a search box will open, or click the magnifying glass and you can find an inmate to add an mail log entry for.

The screenshot shows the "Add New Grievance Report" search interface. It has a search bar for "Inmate:" containing "DOE" and a magnifying glass icon. The search bar has a blue border and a blue header.

Add name or other search parameters and click **Lookup**. Click the checkmark symbol () to select the inmate for the grievance record. Then click **ADD** to create a new record.



Grievance Reports Guide

Search Inmates

Last Name: DOE	First Name: JAMES
Race:	Sex:
<input checked="" type="checkbox"/> In Jail Only <input type="checkbox"/> Weekender Only	
LOOKUP	CLEAR FILTER

3 Records

Last Name	First	Middle	Post	Age	Booking #	Cell	Bunk #	Intake Date	Release Date	Race	Sex	Weekender
DOE	JAMES		0	2024	1200001			12/27/2024 10:15				✓
DOE	JAMES	RANDAL		60	20250100002			01/06/2025 16:22		W	M	✓
DOE	JAMES	RANDAL		60	20250200002			02/20/2025 15:33		W	M	✓

Inmate Grievance Reports: View Record

« FIRST < PRIOR NEXT > LAST »

There are two primary sections of the report:

1. The *fields* in the upper part of the screen. These record details about the inmate, dates for report/review/disposition, and categorization dropdowns.

Inmate: DOE, JAMES (WHITE MALE)
Booking #: 20250100002
Cell: / Bunk #:
Intake Date: 01/06/2025 16:22
Release Date:

Case Number: 2025-0001	Grievance Type: FOOD PROBLEMS	Disposition: DISMISSED NOT A VALID GRIEVANC
Report Date: 08/04/2025	Time: 08:57:15	Report By: 603 ELDER, MARTIN WILLIAM
Review Date: 08/18/2025	Time: 00:00:00	Review By: 604 SOMSLAST, SOMSFIRST
Disposition Date: 08/25/2025	Time: 00:00:00	Disposition By: 603 ELDER, MARTIN WILLIAM

2. The *tabs* record notes on the grievance, and any extra notes, images, or attachments for this record.



Grievance Reports Guide

Grievance Notes:

Disposition:

Fill out the **Grievance / Disposition** tab to describe the matter. If extra **Notes**, **Images**, and/or **Attachments** are needed, you can add them in the respective tab. This process is covered in detail in the next section, *Filling Out a Grievance Record*.

After you enter new details, make sure to click **Save** at the top of the screen.

SAVE

Filling Out an Grievance Record – Fields

This section explains in detail the different fields and tabs for a Grievance Report. The top section of the report with fields should always be filled out when relevant information is available, and the tabs should be filled out as needed. Grievance Reports are very brief to fill in, so this is not a difficult or involved process.

Fields

Inmate: DOE, JAMES (WHITE MALE)
Booking #: 20250100002
Cell: / Bunk #:
Intake Date: 01/06/2025 16:22
Release Date:

Case Number: 2025-0001 Grievance Type: FOOD PROBLEMS Disposition: DISMISSED NOT A VALID GRIEVANCE

REPORTS MAINTAIN FILES

The **Case Number** will automatically be set, but you can change it if you'd like. Then add the **Grievance Type**, such as *Food Problems*, *Inmate Complaint*, *Medical Issue*, etc. Once the grievance has been settled, add **Disposition**, such as *Dismissed Not a Valid Grievance*, *In Favor of Inmate*, or *Not in Inmate's Favor*. There are various options, but if you need to add more, have a Super User add them in Maintain Files.

Grievance Types
Dispositions



Grievance Reports Guide

Report Date:	Time:	Report By:	X	▼	
08/04/2025	08:57:15	603 ELDER, MARTIN WILLIAM			

Report Date and Time should be added automatically. Add who wrote the report in **Report By**.

Review Date:	Time:	Review By:	X	▼	
08/18/2025	00:00:00	604 SOMSLAST, SOMSFIRST			

When the report has been reviewed, add the **Review Date**, **Review Time**, and **Review By**.

Disposition Date:	Time:	Disposition By:	X	▼	
08/25/2025	00:00:00	603 ELDER, MARTIN WILLIAM			

When the report has been disposed, after adding **Disposition** (see above), add the **Disposition Date**, **Disposition Time**, and **Disposition By**. You probably want to add notes on the disposition details, which would be under the **Grievance / Disposition** tab.



Grievance Reports Guide

Filling Out an Grievance Record – Tabs

Summary

Usually, you will only have to fill out the first tab (**Grievance / Disposition**) and then add things to the other tabs as needed.

The **Grievance / Disposition** tab lets you put notes on the grievance and what happened with the disposition.

Notes, **Images**, and **Attachments** tabs are available if you need to take additional notes or upload images and documents.





Grievance Reports Guide

Grievance / Disposition Tab

Grievance / Disposition

The **Grievance / Disposition** tab lets you record specific notes on the grievance itself and the results of the disposition.

Grievance Notes:

HE HATES THE FOOD'S FLAVOR

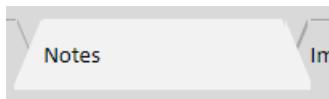
Disposition:

GET OVER IT



Grievance Reports Guide

Notes Tab



The **Notes** tab is used to view or add notes pertinent to the record. Double-click on any entry in the table to edit or view it.

A detailed screenshot of the Notes tab interface. At the top, there is a "Narrative" area with a blue background and a "TAKE NOTE" button. Below it is a table titled "1 Note" with columns: Entry Date, Note Date, Employee, Note Type, and Notes. The table shows one entry: 08/23/2024 14:22:56, 08/23/2024 14:22:56, (empty), TAKE NOTE. At the bottom of the table is another "TAKE NOTE" button. To the right of the table are buttons for "VIEW STORY", "EXPORT GRID TO FILE", and "ADD NOTE".

Narrative acts as an area where you can add a long note. This is useful when you want to add important or long form notes that won't be mixed in with the rest of the short notes.

Main Narrative

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor
incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis

Use **Add Note** to add a new note.

ADD NOTE



Grievance Reports Guide

Add Note

Note Type: **NOTE** Show On View Note Date (leave blank to d... Time:

Notes:
IN THE BEGINNING...

The **View Story** button will show all notes (except Narrative) that have been added on one page.

View Story

07/15/2024 15:35:19 -- MAIN
A NOTE ON NOTES

07/15/2024 15:35:28 -- INITIAL CONTACT WITH PICKUP AGENCY
HELLO THERE



Grievance Reports Guide

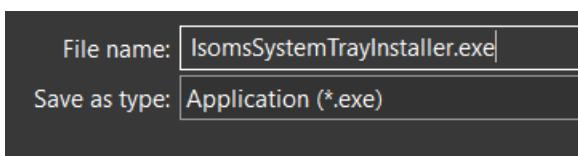
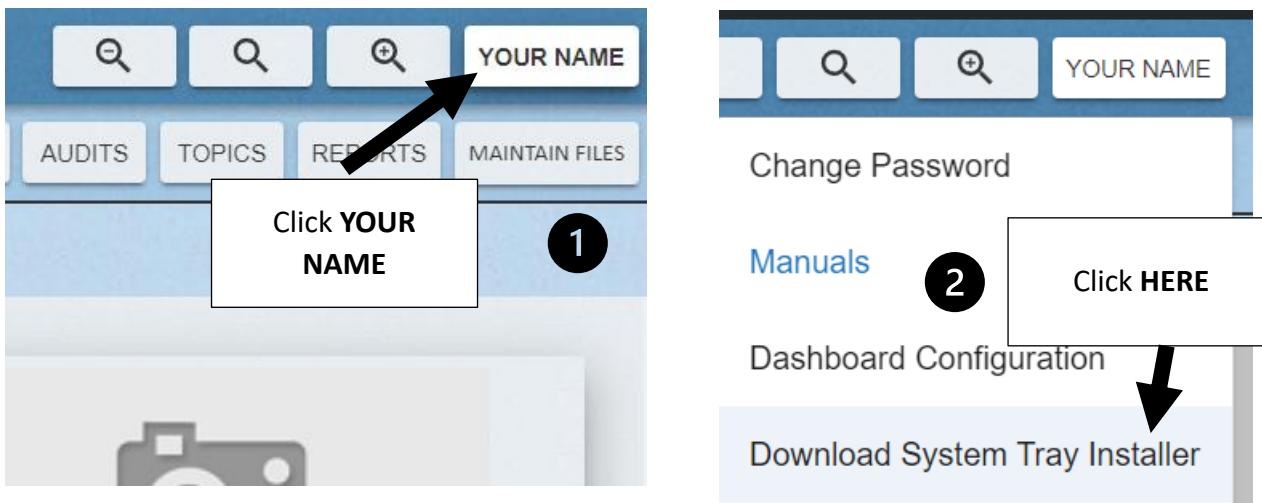
Images Tab



The **Images** tab is used to view, download, or add images. You can add a single image at a time or multiple images at a time. Click **Add Image** to add a single image.



To add multiple images at a time, you will need the System Tray Installer downloaded to the computer you are using. The System Tray Installer can be found on the iSOMS home page by clicking on the button in the upper right with your username. Once you click on that, you will get a drop-down list, and **Download System Tray Installer** is one of the options. Download and install it on this computer.



After you have the System Tray Installer on the computer, you can now use the **Add Images** button to upload multiple images at once if necessary.

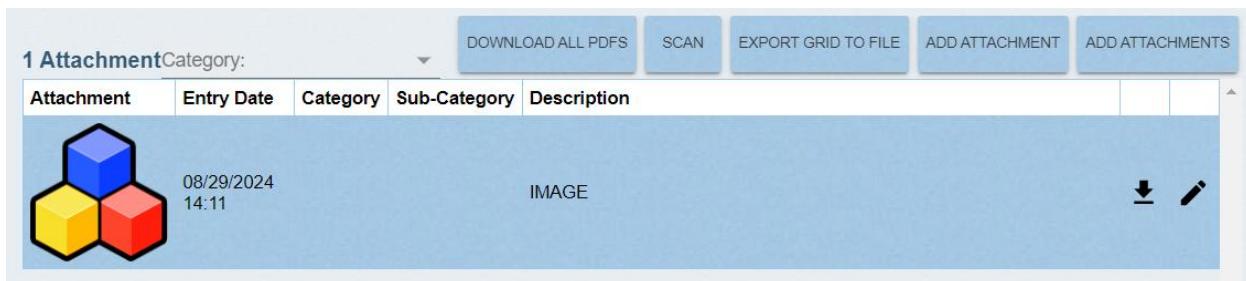


Grievance Reports Guide

Attachments Tab



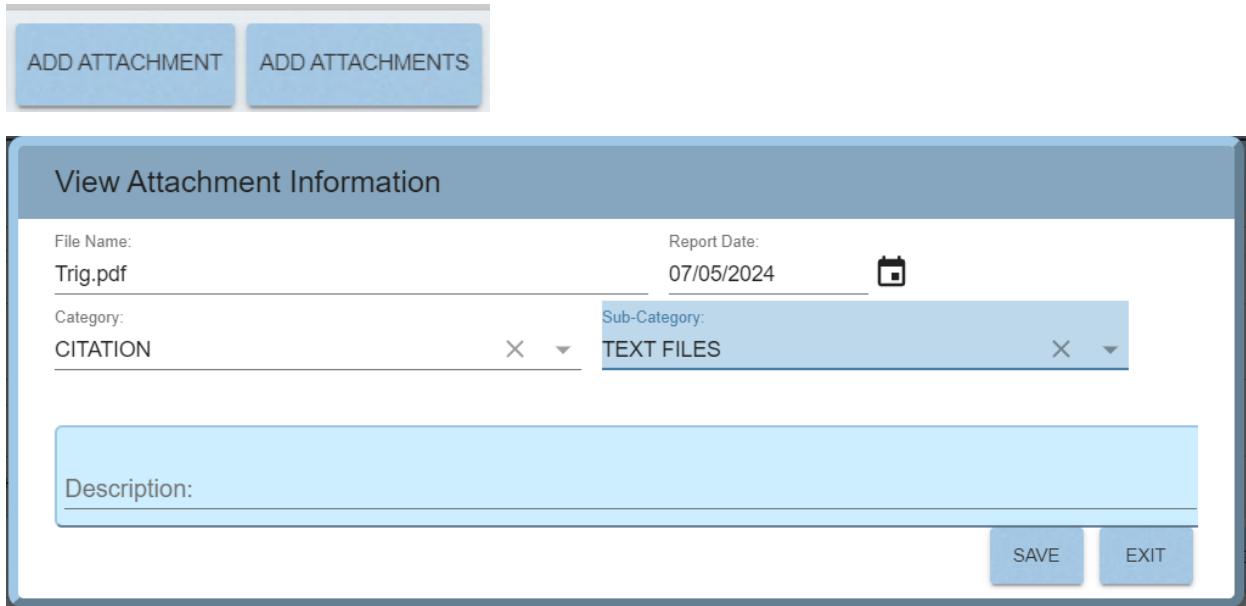
The **Attachments** tab is used to view, download, or add attachments. Double-click a file entry to view the record for the attachment or click on the  icon to download the attachment to the computer.



Attachment	Entry Date	Category	Sub-Category	Description	Actions
	08/29/2024 14:11	IMAGE			 

You can add a single attachment at a time or multiple attachments at a time. Just like above with images, you will need the System Tray Installer downloaded to the computer you are using to add multiple attachments at once. See the *Image* tab instructions on the previous few pages for instructions on installing the System Tray Installer.

Click **Add Attachment** to add a single attachment or click **Add Attachments** to add multiple attachments at the same time. Choose the attachments from the computer, then add the appropriate category and sub-category for the file.



View Attachment Information

File Name:	Trig.pdf	Report Date:	07/05/2024 
Category:	CITATION	Sub-Category:	TEXT FILES
Description:			

SAVE EXIT



Grievance Reports Guide

You can also **Download All PDFs** at once by clicking the appropriate button.

DOWNLOAD ALL PDFS

File name: **files.pdf**
Save as type: PDF File (*.pdf)

If you have the iSOMS Windows App, you can use **Scan** to scan files into the attachments.

SCAN

Scan Attachment

ISOMS Windows App Must Be Running

File Name: _____ Report Date: _____

Category: _____ Sub-Category: _____

Description: _____

CANCEL **SCAN DUPLEX** **SCAN AUTO**



Grievance Reports Guide

Grievance Record Topics

The **Topics** button lets you do special actions in different modules. In **Grievance Records**, if you use the **Topics** button, you will be able to quickly open the **Shift Notes** module right from here.

Once you have opened the **Grievance Records** module, you can click **TOPICS → SHIFT NOTES** in the upper right.



This will open the **Shift Notes** module. If you want more information on the **Shift Notes** module, please see *Shift Notes* in the *Corrections* manual.



Grievance Reports Guide

Grievance Record Reports

iSOMS has the capability to allow you to print different types of reports for Grievance Records.

To access the reports, begin on the iSOMS home screen. Navigate to:

Corrections → **Inmate Tracking** → **Grievance Reports**

The image shows a screenshot of the iSOMS navigation menu. On the left, a vertical menu list includes: Global Records Search, System, Records, Corrections (which is checked), Administrative, Booking, Commissary, and Inmate Tracking. An arrow points from the 'Inmate Tracking' link to the right-hand panel. The right-hand panel, titled 'Inmate Tracking', lists several sub-options: Appointment Log, Cell Checks, Grievance Reports (which has a cursor icon over it), Jail Incident Reports, Mail Log, Movements / Tracking, and Use Of Force.

Now click on the **Reports** button in the upper right corner and select the report you wish to run. Different reports are explained over the next set of pages.

The image shows a screenshot of the 'Inmate Appointment: View Record' screen. At the top, there are buttons for LOOKUP, NEW APPOINTMENT, AUDITS, TOPICS, REPORTS, and MAINTAIN FILES. Below these are buttons for navigation: << FIRST, < PRIOR, NEXT >, and LAST >>. To the right of these are buttons for SAVE and DELETE. A callout box is positioned over the 'REPORTS' button, listing several report types: List Reports, Details Report, Stats Report, Form Reports, and Custom Forms. A large arrow points from the 'REPORTS' button on the main screen to this callout box.



Grievance Reports Guide

List Reports

The **List Report** displays grievance records in iSOMS over a certain date range. In this way you can see a list of records over your chosen time period. Add the start and end date in **Reports From** and **Reports Through**.

Inmate Grievance Reports: List Reports

Records to Include:

Active Only Disposed Only Any Status

Report Style
List

Reports From: Reports Through: Report By:

Disposition From: Disposition Through:

Grievance Type: Disposition:

Inmate:

All Agencies Hide Notes

Report Format:

PDF Excel XML SQL

Report Style has some different layout and sorting options, such as *List*, *Group by Grievance Type*, *Group by Disposition*. Pick the one most relevant to your desired result.

List

Group By Grievance Type

Group By Disposition



Grievance Reports Guide

You can filter to one grievance type, disposition, or inmate, as well as hide notes on the records if necessary.

Grievance Type: **FOOD PROBLEMS** Disposition: **IN FAVOR OF INMATE**

Inmate: **ELDER, MARTIN**

All Agencies Hide Notes

Now, with your chosen parameters, click **View** or **Download** to view the report.

Report Format:

PDF Excel XML SQL

List Report

 YOUR AGENCY
Inmate Grievance List
Report Dates From 02/01/2021 Through 08/04/2025
Page 1 of 1

Inmate Name	Booking #	Grievance	Report Date/Time	Disposition Date	Disposition
		Not Specified	04/01/2023 11:37		Not Disposed
		Not Specified	08/07/2023 11:25		Not Disposed
		IMPROPER USE OF FORCE	12/12/2023 10:30		DISMISSED NOT A VALID GRIEVANC
Grievance Notes:	gravy too thin				
		Not Specified	05/23/2024 11:51		Not Disposed
O'SHELL, SHANNON KIMBERLY	2024050009	Not Specified	07/04/2024 15:38		Not Disposed
		Not Specified	07/16/2024 13:06		Not Disposed
DOE, JAMES RANDAL	2025010002	FOOD PROBLEMS	08/04/2025 08:57	08/25/2025	DISMISSED NOT A VALID GRIEVANC
Grievance Notes:	HE HATES THE FOOD'S FLAVOR				
Disposition Notes:	GET OVER IT				



Grievance Reports Guide

Details Report

This report displays lots of details for individual grievance reports in your iSOMS records.

First, go to the record you want to make a detail report for and open its record in iSOMS.

A screenshot of a software interface titled "Inmate Grievance Reports: View Record". Below the title are four navigation buttons: "<< FIRST", "< PRIOR", "NEXT >", and "LAST >>".

Then click **REPORTS → DETAILS REPORT** to open the Detail Report screen.

A screenshot of a software interface titled "Inmate Grievance Reports: Detail Reports".
- **Grievance Report:** Shows a selected record: "DOE, JAMES (BK#: 20250100002)".
- **Report Format:** Options: PDF (selected), Excel, XML, SQL. Buttons: VIEW, DOWNLOAD, EMAIL, CLEAR FILTER.
- **Included Options:** Checkboxes for "All Agencies", "Include Notes", "Include Images", and "Include Attachments".

Choose what you would like included on the report, such as images, attachments, or notes. And with your chosen parameters, click **View** or **Download** to view the report.

A screenshot showing two buttons: "VIEW" and "DOWNLOAD".



Grievance Reports Guide



YOUR AGENCY Grievance Report

Page 1 of 1

Grievance Report

Full Name	Intake Date	Release Date	Booking #
DOE, JAMES RANDAL	01/06/2025 16:22		20250100002
Race: WHITE	Sex: MALE	DOB: 01/01/1965	
Cell: --		Jacket#: 82614	
Report Date: 08/04/2025 08:57	Report By: SSOMSLAST		
Grievance Type: FOOD PROBLEMS			
Review Date: 08/18/2025 00:00	Review By: SOMSLAST, SOMSFIRST		
Disposition Date: 08/25/2025	Disposition By: MWELDER		
Disposition: DISMISSED NOT A VALID GRIEVANC			
Grievance: HE HATES THE FOOD'S FLAVOR			
Disposition: GET OVER IT			



Grievance Reports Guide

Stat Reports

This report displays Grievance Record stats in iSOMS over a certain date range. In this way you can see statistics for your records over a certain period. Add the start and end date in **Reports From** and **Reports Through** or **Disposition From** or **Disposition Through**. This report has two **Report Styles**: you can get stats based on the grievance type or disposition.

Inmate Grievance Reports: Stat Reports

Report Style
Group By Grievance Type

Reports From: Reports Through: Report By:

Disposition From: Disposition Through:

Grievance Type: Disposition:

All Agencies Hide Notes

Report Format:

PDF Excel XML SQL

You can add filters for **Grievance Type** or **Disposition**. Now, with your chosen parameters, click **View** or **Download** to view the report.

Grievance Type: Disposition:

All Agencies Hide Notes

Report Format:

PDF Excel XML SQL



Grievance Reports Guide



YOUR AGENCY

Inmate Grievance- Stats By Grievance Type

Page 1 of 1

Description	Count	% To Total
FOOD PROBLEMS	10	17.54
IMPROPER USE OF FORCE	2	3.51
INMATE COMPLAINT	23	40.35
LIVING CONDITIONS	3	5.26
MEDICAL ISSUE	2	3.51
SAFETY CONDITION	1	1.75
SANITATION CONDITION	5	8.77
VIOLATION OF INMATES RIGHTS	5	8.77
WISCONSIN	1	1.75
Not Classified	5	8.77

Report Count: 57



Grievance Reports Guide

For More Information

We hope this manual has been helpful to you and your agency.

If you have any questions, don't hesitate to call us at 888-644-5786.

Second Revision, August 2025

All material appearing in this guide ("content") is protected by copyright under U.S. Copyright laws and is the property of M&M Micro Systems Inc. or the party credited as the provider of the content. You are allowed to copy, distribute, and display this work for use with the iSOMS platform and for training concerning the usage and operation of the iSOMS platform. You may not publish, modify, create derivative works, or in any way exploit any such content, sell or offer it for sale. You may not alter or remove any copyright or other notice from copies of the content. in M&M Micro Systems Inc.'s manual. Copying or storing any content except as provided above is expressly prohibited without prior written permission of M&M Micro Systems Inc. or the copyright holder identified in the individual content's copyright notice.