



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Managing Inmate Complaints And Requests In Correctional Facilities Training

Law, Military Science and Security / Safety in Society

Unit Standard 114013 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips correctional facility staff with the skills to effectively manage inmate complaints and requests in accordance with South African legislative and regulatory frameworks. Participants will learn to apply fair, transparent, and procedurally just processes that uphold the rights of inmates while maintaining institutional order and security.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	114013
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the legal and procedural framework governing inmate complaints and requests in South African correctional facilities.
- Analyze inmate complaints and requests to determine appropriate responses based on seriousness, validity, and urgency.
- Evaluate institutional policies and procedures to ensure alignment with the Correctional Services Act and relevant regulations.
- Implement a structured process for documenting, tracking, and resolving inmate complaints and requests.
- Demonstrate effective communication and conflict resolution skills when interacting with inmates regarding their complaints and requests.
- Design strategies to reduce repeat complaints and improve inmate satisfaction through proactive engagement and systemic improvements.

WHO SHOULD ATTEND

- Correctional officials, case management officers, unit managers, and any personnel responsible for receiving, processing, or resolving inmate complaints and requests within correctional facilities.

COURSE OUTLINE

Day 1: Foundations of Inmate Complaint Management

- Overview of the Correctional Services Act and relevant regulations.
- Categories of inmate complaints: health, treatment, conditions, and rights.
- The role of the Independent Correctional Centre Visitor (ICCV) and other oversight bodies.
- Principles of procedural fairness and natural justice.
- Common challenges in complaint handling within correctional environments.

Day 2: Complaint Receipt and Initial Assessment

- Setting up complaint submission channels: written, verbal, and through representatives.
- Documentation standards: complaint forms, registers, and electronic systems.
- Triage protocols: categorising complaints by nature and risk level.
- Initial assessment: screening for frivolous or vexatious complaints vs. genuine issues.
- Communication with inmates: acknowledging receipt and setting expectations.

Day 3: Investigation and Resolution Strategies

- Investigation procedures: gathering evidence, interviewing parties, and maintaining confidentiality.
- Conflict resolution models: interest-based negotiation and restorative practices.
- Decision-making frameworks: evaluating findings and determining outcomes.
- Writing clear and justifiable responses to complainants.
- Referral mechanisms: when to escalate to higher authorities or external bodies.

Day 4: Record-Keeping, Monitoring, and Reporting

- Data management systems: manual and digital record-keeping best practices.
- Confidentiality and privacy considerations in inmate complaint records.
- Trend analysis: tracking recurring issues and root causes.
- Reporting formats: internal reports, quarterly summaries, and annual returns.
- Using data to inform policy improvements and staff training needs.

Day 5: Integration, Ethics, and Continuous Improvement

- Ethical dilemmas: balancing inmate rights with institutional security and staff safety.
- Cultural sensitivity and respect for diversity in complaint handling.
- Case studies: real-world scenarios and group problem-solving.
- Continuous improvement: conducting audits and revising procedures.
- Creating a supportive organisational culture for complaint management.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114013) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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