


**U.S. DEPARTMENT OF JUSTICE
Federal Bureau of Prisons**



**PROGRAM STATEMENT
Inmate Request to Staff**

Approved by	 William K. Marshall III Director, Federal Bureau of Prisons
DPI	CPD
Number	5511.08
Date	March 19, 2026

Summary of Changes

<i>Program Statement Rescinded:</i> <ul style="list-style-type: none">▪ 5511.07 Request to Staff, Inmate (8/14/1998)
<i>Changes:</i> <ul style="list-style-type: none">▪ Adds language to address the Electronic Request to Staff Service.▪ Addresses the use of the BP-A0148, Inmate Request to Staff form.▪ Updates the name of the policy from Request to Staff, Inmate to Inmate Request to Staff

1. PURPOSE AND SCOPE

This program statement is intended to provide procedures which allow an inmate to make a request to a Bureau of Prisons (Bureau) staff member or department. The procedures specified in this program statement apply to all inmates housed in Bureau facilities with access to inmate computers, including pretrial and holdover inmates.

a. Program Objectives.

- All inmates have the opportunity to address questions, requests, or concerns to Bureau staff or departments.

b. Institution Supplement. None.

2. PROCEDURES

In accordance with the Program Statement **Trust Fund/Deposit Fund Manual**, inmates must

submit a request to staff via the electronic Request to Staff Service in the Trust Fund Limited Inmate Communication System (TRULINCS). A written response from a staff member will be provided when necessary. Inmates are limited to submitting one request per department per day.

Inmates may report allegations of sexual abuse and harassment directly to the U.S. Department of Justice, Office of the Inspector General via the Request to Staff Service.

Ordinarily, if warranted, a response will be completed within 30 calendar days.

3. EXEMPTIONS

The Warden may exempt inmates from the requirement to submit requests electronically using the Request to Staff Service in TRULINCS. The exemption is determined based on physical or mental incapacity, other extraordinary circumstances that prevent the inmate from using the TRULINCS terminal, or the inmate poses special security concerns prohibiting regular access to TRULINCS terminals (e.g., Special Housing Unit).

The Request to Staff Service will not be available to inmates housed in a Protective Custody Unit (PCU).

Exempted inmates and inmates housed in a PCU must submit a paper request via the BP-A0148, Inmate Request to Staff.

REFERENCES

Program Statements

Trust Fund/Deposit Fund Manual

Bureau Forms Prescribed by 5511.08

BP-A0148 Inmate Request to Staff

ACA Standards

Performance-Based Standards and Expected Practices for Adult Correctional Institutions (5th Edition): 5-ACI-1A-16

Performance-Based Standards for Adult Local Detention Facilities (5th Edition): 5-ALDF-2A-04, 5-ALDF-2A-05

Records Retention Requirements

Requirements and retention guidance for records and information applicable to this program are available in the Records and Information Disposition Schedule (RIDS) on the Bureau's intranet site.