

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2023: First Quarter (July - September)

GRIEVANCES RECEIVED	
Grievable filed	7,442
Non-Grievable filed	3,114
Total filed	10,556

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	727
Housing Services	286
Referrals	1
Walk-Ins	28
Mail	3
Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	8,440
Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	1,071
Total Submission Received	10,556

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	9,509
Withdrawn	0
Transferred/Discharged	2
* Resolved at Formal Level	1,039
* Resolved at Wardens Level	5
* Resolved at Asst. Chief Level	1
* Resolved at CORC	0
Total Accepted Grievances Resolved	10,556

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	3,041
BHPW	44
BXCT	2
BKCT	2
EMTC	1,127
GRVC	1,456
HMD	3
MCC	1
NIC	720
OSIU	3
OTHER	1,155
QDC	1
RMSC	1,159
RNDC	874
SOD	1
TRANSPORTATION DIVISION	2
VCBC	598
WF	367
Total	10,556

* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	31
Clothing	59
Commissary	321
Correspondence/Mail	262
Employment	144
Environmental	564
Food	381
Person in Custody Account	201
Jail Time	51
Laundry	51
Law Library	130
Medical (DOC RELATED & H&H RELATED)	2,058
Mental Health	333
Other Request	1,785
Personal Hygiene	151
Phone	45
Programs	76
Property	190
Recreation	114
Religion	82
Rules & Regulations	2
School	5
Search	56
Social Services	91
Tablet	9
Transportation	34
Visit	216
Total	7,442

NON- GRIEVABLE CATEGORIES	
Assault Allegation	325
Assault Allegation (No UOF)	63
Bail	29
Status as an intended contraband recipient (or ER, Red ID, or CMC)	4
Court	85
Fear for Safety/Request for protective custody	475
Freedom of Information Law request	14
Harassment Allegation	147
Housing	343
Identification	0
Person in Custody Altercation	19
IGRP	26
Intake	9
Jail Release	81
Medical Staff	57
Mental Health Staff	11
OTHER (timeliness or personal jurisdiction)	0
Request for Accommodation due to disability	29
Security	33
Sexual Assault/Abuse Allegation	365
Staff	870
Use of Force	129
Total	3,114

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	3
Central Monitor Case	10
Court Ordered Lock Down	57
Enhanced Supervision Housing	200
General Population	6,707
General Population Escort (GPE)	103
Medical	93
Mental Observation	988
None*	1,596
Protective Custody	505
PSEG	1
RHU	1
Secure Unit	18
Special Consideration Unit (Transgender Housing Unit)	4
Adolescents, Civil, Communicable Disease Unit, Enhanced Restraints, PACE, VETERAN	265
Young Adults	5
Total Housing Area Submissions Received	10,556

* Complaints that lack information such as name, B&C or NYSID number, from PIC in the Intake/New Admission housing area who have not been assigned to a facility, and/or about the conditions in a facility.