



# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2020: Fourth Quarter (April-June)

GRIEVANCES RECEIVED	
Grievable filed	3254
Non-Grievable filed	1697
<b>Total filed</b>	<b>4951</b>

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1264
Housing Services	15
Referrals	4
Walk-Ins	0
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	2961
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	707
<b>Total Submission Received</b>	<b>4951</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	3066
Withdrawn	0
Transferred/Discharged	8
* Resolved at Formal Level	707
* Resolved at Wardens Level	7
* Resolved at Asst. Chief Level	0
* Resolved at CORC	0
<b>Total Accepted Grievances Resolved</b>	<b>3780</b>

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	1230
EMTC	124
GRVC	684
MDC	666
NIC	327
OBCC	777
RMSC	410
RNDC	311
VCBC	299
WF	123
<b>Total</b>	<b>4951</b>

\* Accepted paper based resolved at Appeal Level

\* A review of our data processing procedures identified that the past reports included non-detainee related inquiries and complaints. This Quarter we were able to add more filters to the data to ensure that the totals only reflect detainee related complaints.



# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2020: Fourth Quarter (April-June)

GRIEVABLE CATEGORIES	
Classification/SRG	44
Clothing	13
Commissary	83
Correspondence/Mail	198
Employment	347
Environmental	402
Food	133
Inmate Account	143
Jail Time	12
Laundry	14
Law Library	60
Medical (DOC RELATED & H&H RELATED)	1007
Mental Health	101
Personal Hygiene	53
Phone	31
Programs	16
Property	136
Recreation	20
Religion	22
Rules & Regulations	4
School	1
Search	31
Social Services	51
Transportation	2
Visit	108
Other Request	222
<b>Total</b>	<b>3254</b>

NON- GRIEVABLE CATEGORIES	
Assault allegation	144
Sexual assault/abuse allegation	197
Harassment allegation	67
Staff	396
Inmate altercation	8
Identification	2
Jail Release	160
Status as an intended contraband recipient (or ER, Red ID, or CMC)	0
Medical staff	31
Mental health staff	3
Request for protective custody	189
Housing	254
Inmate Grievance Process	9
Request for accommodation due to disability	25
Freedom of Information Law request	8
OTHER (timeliness or personal jurisdiction)	58
Security	14
Intake	11
Court	44
Bail	8
Use of Force	69
<b>Total</b>	<b>1697</b>

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	17
Court Ordered Lock Down	23
Enhanced Supervision Housing	135
General Population	3531
General Population Escort (GPE)	359
Medical	13
Mental Observation	264
Protective Custody	273
PSEG	110
RHU	136
Secure Unit	21
Special Consideration Unit (Formerly Transgender Housing Unit)	26
Administrative Segregation, Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN	25
Young Adults	18
<b>Total Housing Area Submissions Received</b>	<b>4951</b>