

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2023: Third Quarter (January - March)

GRIEVANCES RECEIVED	
Grievable filed	7,672
Non-Grievable filed	3,330
Total filed	11,002

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	804
Housing Services	342
Referrals	2
Walk-Ins	14
Mail	0
Electronic Grievance (311) These submissions are from incarcerated individuals, family members and loved ones on their behalf.	9,019
Emails These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	821
Total Submission Received	11,002

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	8,316
Withdrawn	0
Transferred/Discharged	3
* Resolved at Formal Level	13
* Resolved at Wardens Level	7
* Addressed at CORC	5
Total Accepted Grievances Resolved	8,344

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	3,242
AIU	1
BHPW	54
BXCT	2
BKCT	6
BKDC	6
CORRECTION ACADEMY	1
EHPW	1
EMTC	1,093
GRVC	1,945
HEADQUARTERS	1
MDC	1
NIC	808
OSIU	2
**OTHER	1,009
QCC	1
RMSC	984
RNDC	813
SOD	3
TRANSPORTATION DIVISION	7
VCBC	661
WF	361
Total	11,002

* Accepted paper-based resolution at the Appeal Level

** Complaint where a facility was not specified

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GRIEVABLE CATEGORIES	
Classification/SRG	47
Clothing	52
Commissary	345
Correspondence/Mail	415
Employment	144
Environmental	484
Food	400
Person in Custody Account	183
Jail Time	74
Laundry	42
Law Library	189
Medical (DOC RELATED & H&H RELATED)	1,992
Mental Health	374
Other Request	1,613
Personal Hygiene	210
Phone	56
Programs	61
Property	210
Recreation	123
Religion	139
Rules & Regulations	1
School	4
Search	82
Social Services	73
Tablet	106
Transportation	29
Visit	224
Total	7,672

NON- GRIEVABLE CATEGORIES	
Assault Allegation	289
Assault Allegation (No UOF)	53
Bail	31
Status as an intended contraband recipient (or ER, Red ID, or CMC)	8
Court	113
Fear for Safety/Request for protective custody	352
Freedom of Information Law request	8
Harassment Allegation	134
Housing	387
Noise	1
Person in Custody Altercation	20
Grievance Operation	33
Intake	14
Jail Release	96
Medical Staff	86
Mental Health Staff	12
Language Access	1
Request for Accommodation due to disability	74
Security	42
Sexual Assault/Abuse Allegation	376
Staff	1,097
Use of Force	103
Total	3,330

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	1
Central Monitor Case	24
Court Ordered Lock Down	115
Enhanced Supervision Housing	392
General Population	6,867
General Population Escort (GPE)	82
Medical	127
Mental Observation	1,159
None*	1,406
Protective Custody	546
PSEG	0
RHU	0
Secure Unit	25
Special Consideration Unit (Transgender Housing Unit)	0
Adolescents, Civil, Communicable Disease Unit, Enhanced Restraints, PACE, Pregnant, VETERAN	252
Young Adults	6
Total Housing Area Submissions Received	11,002

* 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.