



Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2021: Second Quarter (October-December)

GRIEVANCES RECEIVED	
Grievable filed	5544
Non-Grievable filed	2758
Total filed	8302

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1576
Housing Services	58
Referrals	1
Walk-Ins	0
Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	5949
Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	718
Total Submission Received	8302

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	6092
Withdrawn	0
Transferred/Discharged	0
* Resolved at Formal Level	758
* Resolved at Wardens Level	6
* Resolved at Asst. Chief Level	1
* Resolved at CORC	4
Total Accepted Grievances Resolved	6861

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2475
EMTC	440
GRVC	1252
MDC	873
NIC	441
OBCC	783
RMSC	632
RNDC	456
VCBC	728
WF	222
Total	8302

* Accepted paper based resolved at Appeal Level



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GRIEVABLE CATEGORIES	
Classification/SRG	63
Clothing	51
Commissary	146
Correspondence/Mail	397
Employment	208
Environmental	979
Food	307
Inmate Account	196
Jail Time	12
Laundry	38
Law Library	112
Medical (DOC RELATED & H&H RELATED)	1495
Mental Health	260
Personal Hygiene	154
Phone	62
Programs	52
Property	183
Recreation	102
Religion	39
Rules & Regulations	5
School	1
Search	45
Social Services	79
Transportation	7
Visit	143
Other Request	408
Total	5544

NON- GRIEVABLE CATEGORIES ⁴²	
Assault allegation	217
Sexual assault/abuse allegation	317
Harassment allegation	134
Staff	727
Inmate altercation	6
Identification	4
Jail Release	92
Status as an intended contraband recipient (or ER, Red ID, or CMC)	7
Medical staff	53
Mental health staff	11
Request for protective custody	319
Housing	444
Inmate Grievance Process	34
Request for accommodation due to disability	31
Freedom of Information Law request	11
OTHER (timeliness or personal jurisdiction)	39
Security	36
Intake	22
Court	80
Bail	21
Use of Force	153
Total	2758

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	62
Court Ordered Lock Down	85
Enhanced Supervision Housing	330
General Population	5719
General Population Escort (GPE)	619
Medical	35
Mental Observation	432
Protective Custody	498
PSEG	134
RHU	113
Secure Unit	46
Special Consideration Unit (Transgender Housing Unit)	12
Administrative Segregation, Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Civil	111
Young Adults	4
Total Housing Area Submissions Received	8200