

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2021: Fourth Quarter (April-June)

GRIEVANCES RECEIVED ▪	
Grievable filed	5983
Non-Grievable filed	2919
Total filed	8902

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1410
Housing Services	199
Referrals	1
Walk-Ins	0
Electronic Grievance (311) These submissions are from incarcerated individuals, family members and loved ones on their behalf.	6479
Emails These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	813
Total Submission Received	8902

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	6143
Withdrawn	1
Transferred/Discharged	33
* Resolved at Formal Level	88
* Resolved at Wardens Level	0
* Resolved at Asst. Chief Level	0
* Resolved at CORC	0
Total Accepted Grievances Resolved	6265

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	3218
EMTC	421
GRVC	1386
MDC	5
NIC	609
OBCC	935
RMSC	671
RNDC	753
VCBC	664
WF	240
Total	8902

* Accepted paper based resolved at Appeal Level

▪ The Department's current staffing level has contributed to this quarter's increase in the number of grievances received.

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GRIEVABLE CATEGORIES	
Classification/SRG	31
Clothing	45
Commissary	140
Correspondence/Mail	440
Employment	98
Environmental	628
Food	331
Incarcerated Individual Account	241
Jail Time	43
Laundry	72
Law Library	158
Medical (DOC RELATED & H&H RELATED)	1993
Mental Health	325
Personal Hygiene	139
Phone	48
Programs	125
Property	212
Recreation	153
Religion	38
Rules & Regulations	3
School	4
Search	10
Social Services	106
Transportation	11
Visit	233
Other Request	356
Total	5983

NON- GRIEVABLE CATEGORIES	
Assault allegation	340
Sexual assault/abuse allegation	270
Harassment allegation	105
Staff	548
Incarcerated Individual altercation	10
Identification	5
Jail Release	113
Status as an intended contraband recipient (or ER, Red ID, or CMC)	4
Medical staff	52
Mental health staff	7
Request for protective custody	355
Housing	518
IGRP	32
Request for accommodation due to disability	38
Freedom of Information Law request	21
OTHER (timeliness or personal jurisdiction)	146
Security	43
Intake	58
Court	112
Bail	20
Use of Force	122
Total	2919

GRIEVANCES BY HOUSING AREA TYPE*	
Central Monitor Case	32
Court Ordered Lock Down	57
Enhanced Supervision Housing	50
General Population	6045
General Population Escort (GPE)	506
Medical	77
Mental Observation	598
Protective Custody	441
PSEG	175
RHU	158
Secure Unit	36
Special Consideration Unit (Transgender Housing Unit)	26
Communicable Disease Unit, Enhanced Restraints, PACE, VETERAN,	103
Young Adults	24
Total Housing Area Submissions Received	8695