

# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2022: Third Quarter (January - March)

GRIEVANCES RECEIVED	
Grievable filed	4871
Non-Grievable filed	2477
Total filed	7348

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	592
Housing Services	122
Referrals	0
Walk-Ins	1
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	5787
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	846
<b>Total Submission Received</b>	<b>7348</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	5868
Withdrawn	0
Transferred/Discharged	0
* Resolved at Formal Level	49
* Resolved at Wardens Level	2
* Resolved at Asst. Chief Level	0
* Resolved at CORC	0
<b>Total Accepted Grievances Resolved</b>	<b>5919</b>

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2197
BEDF	2
BHPW	45
EMTC	878
GRVC	828
NIC	580
OBCC	607
OTHER	90
RMSC	616
RNDC	717
VCBC	527
WF	261
<b>Total</b>	<b>7348</b>

\* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	32
Clothing	33
Commissary	102
Correspondence/Mail	264
Employment	78
Environmental	448
Food	224
Person in Custody Account	232
Jail Time	22
Laundry	25
Law Library	147
Medical (DOC RELATED & H&H RELATED)	1720
Mental Health	300
Other Request	448
Personal Hygiene	80
Phone	49
Programs	90
Property	157
Recreation	106
Religion	31
Rules & Regulations	1
School	7
Search	26
Social Services	41
Transportation	16
Visit	192
<b>Total</b>	<b>4871</b>

NON- GRIEVABLE CATEGORIES	
Assault Allegation	228
Assault Allegation (No UOF)	82
Bail	18
Status as an intended contraband recipient (or ER, Red ID, or CMC)	1
Court	187
Fear for Safety/Request for protective custody	332
Freedom of Information Law request	5
Harassment Allegation	98
Housing	436
Identification	2
Person in Custody Altercation	17
IGRP	20
Intake	19
Jail Release	83
Medical Staff	32
Mental Health Staff	5
OTHER (timeliness or personal jurisdiction)	41
Request for Accommodation due to disability	32
Security	40
Sexual Assault/Abuse Allegation	233
Staff	479
Use of Force	87
<b>Total</b>	<b>2477</b>

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	2
Court Ordered Lock Down	29
Enhanced Supervision Housing	218
General Population	5596
General Population Escort (GPE)	122
Medical	30
Mental Observation	570
Protective Custody	290
PSEG	36
RHU	32
Secure Unit	5
Special Consideration Unit (Transgender Housing Unit)	2
Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Adolescents,	99
Young Adults	1
<b>Total Housing Area Submissions Received</b>	<b>7032</b>