

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2022: First Quarter (July - September)

| GRIEVANCES RECEIVED | |
|---------------------|--------------|
| Grievable filed | 6416 |
| Non-Grievable filed | 3598 |
| Total filed | 10014 |

| GRIEVANCES BY SUBMISSION METHOD | |
|--|--------------|
| Grievance Box | 1224 |
| Housing Services | 309 |
| Referrals | 1 |
| Walk-Ins | 0 |
| Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf. | 7603 |
| Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.) | 877 |
| Total Submission Received | 10014 |

| GRIEVANCE RESOLUTION STAGES | |
|---|-------------|
| Accepted (311 & Email Grievances) | 8310 |
| Withdrawn | 0 |
| Transferred/Discharged | 13 |
| * Resolved at Formal Level | 97 |
| * Resolved at Wardens Level | 0 |
| * Resolved at Asst. Chief Level | 0 |
| * Resolved at CORC | 0 |
| Total Accepted Grievances Resolved | 8420 |

| ALL GRIEVANCES RECEIVED BY FACILITY | |
|-------------------------------------|--------------|
| AMKC | 3420 |
| BHPW | 76 |
| BKDC | 1 |
| EMTC | 30 |
| GRVC | 1107 |
| NIC | 611 |
| OBCC | 2190 |
| RMSC | 673 |
| RNDC | 921 |
| VCBC | 738 |
| WF | 247 |
| Total | 10014 |

* Accepted paper based resolved at Appeal Level

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| GRIEVABLE CATEGORIES | |
|-------------------------------------|-------------|
| Classification/SRG | 32 |
| Clothing | 40 |
| Commissary | 166 |
| Correspondence/Mail | 501 |
| Employment | 99 |
| Environmental | 625 |
| Food | 357 |
| Incarcerated Individual Account | 223 |
| Jail Time | 17 |
| Laundry | 55 |
| Law Library | 190 |
| Medical (DOC RELATED & H&H RELATED) | 2208 |
| Mental Health | 318 |
| Personal Hygiene | 138 |
| Phone | 57 |
| Programs | 151 |
| Property | 171 |
| Recreation | 128 |
| Religion | 62 |
| Rules & Regulations | 2 |
| School | 3 |
| Search | 3 |
| Social Services | 74 |
| Transportation | 18 |
| Visit | 312 |
| Other Request | 466 |
| Total | 6416 |

| NON- GRIEVABLE CATEGORIES | |
|--|-------------|
| Assault Allegation | 328 |
| Assault Allegation (No UOF) | 75 |
| Sexual assault/abuse allegation | 273 |
| Harassment allegation | 131 |
| Staff | 534 |
| Incarcerated Individual altercation | 14 |
| Identification | 0 |
| Jail Release | 147 |
| Status as an intended contraband recipient (or ER, Red ID, or CMC) | 6 |
| Medical staff | 38 |
| Mental health staff | 6 |
| Request for protective custody | 432 |
| Housing | 621 |
| IGRP | 15 |
| Request for accommodation due to disability | 51 |
| Freedom of Information Law request | 16 |
| OTHER (timeliness or personal jurisdiction) | 193 |
| Security | 53 |
| Intake | 319 |
| Court | 210 |
| Bail | 24 |
| Use of Force | 112 |
| Total | 3598 |

| GRIEVANCES BY HOUSING AREA TYPE | |
|--|-------------|
| Central Monitor Case | 8 |
| Court Ordered Lock Down | 13 |
| Enhanced Supervision Housing | 296 |
| General Population | 7189 |
| General Population Escort (GPE) | 252 |
| Medical | 77 |
| Mental Observation | 617 |
| Protective Custody | 472 |
| PSEG | 78 |
| RHU | 102 |
| Secure Unit | 28 |
| Special Consideration Unit (Transgender Housing Unit) | 23 |
| Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Adolescents, | 131 |
| Young Adults | 26 |
| Total Housing Area Submissions Received | 9312 |