

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2022: Second Quarter (October - December)

GRIEVANCES RECEIVED	
Grievable filed	5445
Non-Grievable filed	2491
Total filed	7936

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	763
Housing Services	291
Referrals	1
Walk-Ins	1
Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	6040
Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	840
Total Submission Received	7936

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	6863
Withdrawn	0
Transferred/Discharged	10
* Resolved at Formal Level	86
* Resolved at Wardens Level	0
* Resolved at Asst. Chief Level	2
* Resolved at CORC	1
Total Accepted Grievances Resolved	6962

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2676
BHPW	71
BKDC	0
EMTC	860
GRVC	864
NIC	552
OBCC	414
RMSC	508
RNDC	881
VCBC	771
WF	339
Total	7936

* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	24
Clothing	52
Commissary	97
Correspondence/Mail	314
Employment	160
Environmental	648
Food	306
Person in Custody Account	223
Jail Time	18
Laundry	17
Law Library	125
Medical (DOC RELATED & H&H RELATED)	1965
Mental Health	298
Other Request	416
Personal Hygiene	74
Phone	72
Programs	89
Property	165
Recreation	109
Religion	33
Rules & Regulations	3
School	2
Search	16
Social Services	44
Transportation	13
Visit	162
Total	5445

NON- GRIEVABLE CATEGORIES	
Assault Allegation	239
Assault Allegation (No UOF)	72
Bail	18
Status as an intended contraband recipient (or ER, Red ID, or CMC)	1
Court	158
Fear for Safety/Request for protective custody	313
Freedom of Information Law request	12
Harassment Allegation	111
Housing	375
Identification	2
Person in Custody Altercation	15
IGRP	16
Intake	101
Jail Release	85
Medical Staff	21
Mental Health Staff	9
OTHER (timeliness or personal jurisdiction)	74
Request for Accommodation due to disability	26
Security	59
Sexual Assault/Abuse Allegation	204
Staff	480
Use of Force	100
Total	2491

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	3
Court Ordered Lock Down	28
Enhanced Supervision Housing	254
General Population	6057
General Population Escort (GPE)	187
Medical	71
Mental Observation	519
Protective Custody	334
PSEG	40
RHU	99
Secure Unit	23
Special Consideration Unit (Transgender Housing Unit)	7
Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Adolescents,	115
Young Adults	7
Total Housing Area Submissions Received	7744