

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2023: Second Quarter (October - December)

GRIEVANCES RECEIVED	
Grievable filed	6,415
Non-Grievable filed	2,989
Total filed	9,404

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	734
Housing Services	288
Referrals	1
Walk-Ins	31
Mail	0
Electronic Grievance (311) <small>* These submissions are from incarcerated individuals, family members and loved ones on their behalf.</small>	7,696
Emails <small>* These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)</small>	654
Total Submission Received	9,404

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	7,836
Withdrawn	0
Transferred/Discharged	4
* Resolved at Formal Level	9,390
* Resolved at Wardens Level	1
* Resolved at Asst. Chief Level	0
* Resolved at CORC	1
Total Accepted Grievances Resolved	9,396

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	3,120
BHPW	47
BXCT	0
BKCT	0
EMTC	950
GRVC	1,910
HMD	0
MCC	0
NIC	611
OCGS	2
OTHER	149
QDC	1
RMSC	1,160
RNDC	722
SOD	0
TRANSPORTATION DIVISION	0
VCBC	484
WF	248
Total	9,404

* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	67
Clothing	54
Commissary	303
Correspondence/Mail	310
Employment	184
Environmental	507
Food	342
Person in Custody Account	250
Jail Time	55
Laundry	48
Law Library	139
Medical (DOC RELATED & H&H RELATED)	2,046
Mental Health	344
Other Request	678
Personal Hygiene	162
Phone	53
Programs	43
Property	191
Recreation	108
Religion	98
Rules & Regulations	0
School	11
Search	70
Social Services	89
Tablet	30
Transportation	26
Visit	216
Total	6,415

NON- GRIEVABLE CATEGORIES	
Assault Allegation	384
Assault Allegation (No UOF)	45
Bail	25
Status as an intended contraband recipient (or ER, Red ID, or CMC)	2
Court	77
Fear for Safety/Request for protective custody	406
Freedom of Information Law request	7
Harassment Allegation	175
Housing	429
Identification	0
Person in Custody Altercation	18
Grievance Operation	16
Intake	8
Jail Release	81
Medical Staff	88
Mental Health Staff	9
OTHER (timeliness or personal jurisdiction)	0
Request for Accommodation due to disability	34
Security	21
Sexual Assault/Abuse Allegation	317
Staff	742
Use of Force	105
Total	2,989

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	0
Central Monitor Case	7
Court Ordered Lock Down	75
Enhanced Supervision Housing	433
General Population	6,625
General Population Escort (GPE)	60
Medical	126
Mental Observation	1,042
None*	293
Protective Custody	422
PSEG	0
RHU	4
Secure Unit	35
Special Consideration Unit (Transgender Housing Unit)	3
Adolescents, Civil, Communicable Disease Unit, Enhanced Restraints, PACE, VETERAN	279
Young Adults	0
Total Housing Area Submissions Received	9,404

* Complaints that lack information such as name, B&C or NYSID number, from PIC in the Intake/New Admission housing area who have not been assigned to a facility, and/or about the conditions in a facility.