

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2024: First Quarter (July - September)

GRIEVANCES RECEIVED	
Grievable filed	9,576
Non-Grievable filed	2,967
Total filed	12,543

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	796
Housing Services	160
Referrals	1
Walk-Ins	1
Mail	0
Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	10,505
Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	1,080
Total Submission Received	12,543

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	9,008
Withdrawn	0
Transferred/Discharged	1
* Resolved at Formal Level	60
* Resolved at Wardens Level	14
* Resolved at CORC	5
Total Accepted Grievances Resolved	9,088

ALL GRIEVANCES RECEIVED BY FACILITY	
AIU	1
AMKC	791
BHPW	101
BKCT	2
BKDC	3
COMMISSIONER'S OFFICE	1
EMTC	1,281
GRVC	1,324
HR	2
K-9	1
NIC	680
OBCC	2,234
OTHER	1,578
OSIU	3
QDC	1
RESH	460
RMSC	878
RNDC	1,970
SOD	5
TRANSPORTATION DIVISION	7
VCBC	671
WF	549
Total	12,543

* Accepted paper based resolved at Appeal Level

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2024: First Quarter (July - September)

GRIEVABLE CATEGORIES	
Classification/SRG	75
Clothing	95
Commissary	384
Correspondence/Mail	336
Employment	165
Environmental	842
Food	518
Person in Custody Account	186
Jail Time	43
Language Access	2
Laundry	86
Law Library	145
Medical (DOC RELATED & H&H RELATED)	2,255
Mental Health	425
Other Request	2,443
Personal Hygiene	172
Phone	52
Programs	129
Property	234
Recreation	254
Religion	162
Rules & Regulations	1
School	7
Search	54
Social Services	88
Tablet	146
Transportation	39
Visit	238
Total	9,576

NON- GRIEVABLE CATEGORIES	
Assault Allegation	305
Assault Allegation (No UOF)	44
Bail	18
Status as an intended contraband recipient (or ER, Red ID, or CMC)	12
Court	66
Fear for Safety/Request for protective custody	322
Freedom of Information Law request	9
Harassment Allegation	97
Housing	544
Identification	0
Person in Custody Altercation	12
IGRP	18
Intake	9
Jail Release	136
Medical Staff	69
Mental Health Staff	18
OTHER (timeliness or personal jurisdiction)	0
Request for Accommodation due to disability	77
Security	52
Sexual Assault/Abuse Allegation	341
Staff	730
Use of Force	88
Total	2,967

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	2
Central Monitor Case	5
Court Ordered Lock Down	17
Enhanced Supervision Housing	427
General Population	7,479
General Population Escort (GPE)	73
Medical	154
Mental Observation	1,343
None*	2,139
Protective Custody	678
PACE	133
RHU	3
Secure Unit	1
Special Consideration Unit (Transgender Housing Unit)	1
Adolescents, Civil, VETERAN, Communicable Disease Unit, Enhanced Restraints	87
Young Adults	1
Total Housing Area Submissions Received	12,543

* 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.