

# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2024: Second Quarter (October - December)

GRIEVANCES RECEIVED	
Grievable filed	8,647
Non-Grievable filed	3,040
<b>Total filed</b>	<b>11,687</b>

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1,061
Housing Services	130
Referrals	5
Walk-Ins	2
Mail	2
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	9,509
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	978
<b>Total Submission Received</b>	<b>11,687</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	8,263
Withdrawn	2
Transferred/Discharged	1
* Resolved at Formal Level	44
* Resolved at Wardens Level	3
* Resolved at CORC	7
<b>Total Accepted Grievances Resolved</b>	<b>8,320</b>

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	7
BHPW	42
BXCT	2
<b>COMMISSIONER'S OFFICE</b>	<b>1</b>
EHPW	1
EEO	1
EMTC	1,323
GRVC	1,594
MDC	2
NIC	732
OBCC	2,520
OTHER	1,196
OSIU	3
<b>Richmond Court</b>	<b>1</b>
RESH	578
RMSC	876
RNDC	1,626
SOD	4
<b>TRANSPORTATION DIVISION</b>	<b>1</b>
VCBC	30
WF	1,147
<b>Total</b>	<b>11,687</b>

\* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	62
Clothing	117
Commissary	307
Correspondence/Mail	428
Employment	197
Environmental	718
Food	442
Person in Custody Account	126
Jail Time	52
Language Access	2
Laundry	96
Law Library	187
Medical (DOC RELATED & H&H RELATED)	2,215
Mental Health	332
Other Request	1,917
Personal Hygiene	183
Phone	57
Programs	105
Property	172
Recreation	194
Religion	120
Rules & Regulation	10
School	8
Search	95
Social Services	76
Tablet	197
Transportation	24
Visit	208
<b>Total</b>	<b>8,647</b>

NON- GRIEVABLE CATEGORIES	
Assault Allegation	268
Assault Allegation (No UOF)	41
Bail	28
Status as an intended contraband recipient (or ER, Red ID, or CMC)	1
Court	54
Fear for Safety/Request for protective custody	337
Freedom of Information Law request	5
Harassment Allegation	105
Housing	529
Identification	0
Person in Custody Altercation	21
IGRP (Grievance Operation)	31
Intake	8
Jail Release	135
Medical Staff	79
Mental Health Staff	12
OTHER (timeliness or personal jurisdiction)	0
Request for Accommodation due to disability	67
Security	26
Sexual Assault/Abuse Allegation	398
Staff	817
Use of Force	78
<b>Total</b>	<b>3,040</b>

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	40
Central Monitor Case	4
Court Ordered Lock Down	3
Enhanced Supervision Housing	485
General Population	7,564
General Population Escort (GPE)	68
Medical	110
Mental Observation	1,070
None*	1,665
Protective Custody	365
PACE	157
RHU	0
Secure Unit	0
Special Consideration Unit (Transgender Housing Unit)	5
Adolescents, Civil, VETERAN, Communicable Disease Unit, Enhanced Restraints	151
Young Adults	0
<b>Total Housing Area Submissions Received</b>	<b>11,687</b>

\* 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.