



# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2024: Third Quarter (January - March)

GRIEVANCES RECEIVED	
Grievable filed	6,791
Non-Grievable filed	2,357
<b>Total filed</b>	<b>9,148</b>

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	922
Housing Services	210
Referrals	3
Walk-Ins	0
Mail	0
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	7,132
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	881
<b>Total Submission Received</b>	<b>9,148</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	6,140
Withdrawn	0
Transferred/Discharged	11
* Resolved at Formal Level	1
* Resolved at Wardens Level	0
* Resolved at CORC	1
<b>Total Accepted Grievances Resolved</b>	<b>6,153</b>

\* Accepted paper based resolved at Appeal Level

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2
BHPW	61
BXCT	2
EHPW	4
ESU	2
EMTC	1,194
GRVC	1,299
GMDC	1
K-9 UNIT	1
NIC	542
OBCC	2,290
OTHER	994
Horizon (HOJC)	1
Human Resources	1
RESH	350
RMSC	709
RNDC	806
SOD	9
TRANSPORTATION DIVISION	5
Queens Criminal Court	6
VCBC	1
WF	868
<b>Total</b>	<b>9,148</b>

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GRIEVABLE CATEGORIES	
Classification/SRG	76
Clothing	111
Commissary	240
Correspondence/Mail	287
Employment	139
Environmental	516
Food	463
Person in Custody Account	114
Jail Time	44
Language Access	0
Laundry	55
Law Library	121
Medical (DOC RELATED & H&H RELATED)	1,670
Mental Health	198
Other Request	1,478
Personal Hygiene	137
Phone	73
Programs	80
Property	211
Recreation	129
Religion	112
Rules & Regulation	3
School	2
Search	57
Social Services	47
Tablet	217
Transportation	27
Visit	184
<b>Total</b>	<b>6,791</b>

NON- GRIEVABLE CATEGORIES	
Assault Allegation	242
Assault Allegation (No UOF)	35
Bail	26
Status as an intended contraband recipient (or ER, Red ID, or CMC)	2
Court	46
Fear for Safety/Request for protective custody	281
Freedom of Information Law request	5
Harassment Allegation	155
Housing	304
Identification	0
Person in Custody Altercation	19
IGRP (Grievance Operation)	23
Intake	2
Jail Release	104
Medical Staff	72
Mental Health Staff	10
OTHER (timeliness or personal jurisdiction)	0
Request for Accommodation due to disability	61
Security	22
Sexual Assault/Abuse Allegation	225
Staff	639
Use of Force	84
<b>Total</b>	<b>2,357</b>

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	43
Central Monitor Case	1
Court Ordered Lock Down	2
Enhanced Supervision Housing	316
General Population	5,822
General Population Escort (GPE)	46
Medical	103
Mental Observation	1,040
None*	1,280
Protective Custody	276
PACE	136
PSEG	1
Secure Unit	1
Special Consideration Unit (Transgender Housing Unit)	0
Adolescents, Civil, VETERAN, Communicable Disease Unit, Enhanced Restraints	81
Young Adults	0
<b>Total Housing Area Submissions Received</b>	<b>9,148</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.