

# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2022: Fourth Quarter (April - June)

GRIEVANCES RECEIVED	
Grievable filed	4,968
Non-Grievable filed	2,706
<b>Total filed</b>	<b>7,674</b>

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	676
Housing Services	228
Referrals	2
Walk-Ins	4
Mail	0
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	<b>6,135</b>
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	<b>629</b>
<b>Total Submission Received</b>	<b>7,674</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	5,734
Withdrawn	1
Transferred/Discharged	6
* Resolved at Formal Level	9
* Resolved at Wardens Level	11
* Resolved at Asst. Chief Level	0
* Resolved at CORC	0
<b>Total Accepted Grievances Resolved</b>	<b>5,761</b>

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2,321
BHPW	56
BEDF	1
EMTC	890
GRVC	1,201
NIC	599
OBCC	305
OTHER	99
RMSC	836
RNDC	723
VCBC	435
WF	208
<b>Total</b>	<b>7,674</b>

\* Accepted paper based resolved at Appeal Level

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GRIEVABLE CATEGORIES	
Classification/SRG	31
Clothing	59
Commissary	430
Correspondence/Mail	245
Employment	112
Environmental	321
Food	242
Person in Custody Account	158
Jail Time	38
Laundry	29
Law Library	121
Medical (DOC RELATED & H&H RELATED)	1,456
Mental Health	239
Other Request	541
Personal Hygiene	113
Phone	29
Programs	69
Property	171
Recreation	160
Religion	66
Rules & Regulations	0
School	6
Search	36
Social Services	69
Tablet	47
Transportation	23
Visit	157
<b>Total</b>	<b>4,968</b>

NON- GRIEVABLE CATEGORIES	
Assault Allegation	232
Assault Allegation (No UOF)	90
Bail	15
Status as an intended contraband recipient (or ER, Red ID, or CMC)	13
Court	104
Fear for Safety/Request for protective custody	348
Freedom of Information Law request	7
Harassment Allegation	150
Housing	434
Identification	1
Person in Custody Altercation	24
IGRP	26
Intake	21
Jail Release	83
Medical Staff	36
Mental Health Staff	5
OTHER (timeliness or personal jurisdiction)	33
Request for Accommodation due to disability	30
Security	35
Sexual Assault/Abuse Allegation	271
Staff	619
Use of Force	129
<b>Total</b>	<b>2,706</b>

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	18
Court Ordered Lock Down	43
Enhanced Supervision Housing	396
General Population	5,639
General Population Escort (GPE)	74
Medical	29
Mental Observation	594
None*	401
Protective Custody	322
PSEG	6
RHU	1
Secure Unit	15
Special Consideration Unit (Transgender Housing Unit)	2
Communicable Disease Unit, Enhanced Restraints, PACE, TRU, Pregnant	132
Young Adults	2
<b>Total Housing Area Submissions Received</b>	<b>7,273</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.