



# Office of Constituent and Grievance Services (OCGS) Local Law 87 FY 2021: First Quarter (July-September)

GRIEVANCES RECEIVED	
Grievable filed	4171
Non-Grievable filed	2502
<b>Total filed</b>	<b>6673</b>

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1575
Housing Services	62
Referrals	0
Walk-Ins	0
<b>Electronic Grievance (311)</b> * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	4456
<b>Emails</b> * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	580
<b>Total Submission Received</b>	<b>6673</b>

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	4144
Withdrawn	0
Transferred/Discharged	10
* Resolved at Formal Level	860
* Resolved at Wardens Level	10
* Resolved at Asst. Chief Level	1
* Resolved at CORC	0
<b>Total Accepted Grievances Resolved</b>	<b>5025</b>

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	1750
GRVC	885
MDC	1424
NIC	439
OBCC	587
RMSC	491
RNDC	387
VCBC	551
WF	159
<b>Total</b>	<b>6673</b>

\* Accepted paper based resolved at Appeal Level



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GRIEVABLE CATEGORIES	
Classification/SRG	85
Clothing	21
Commissary	111
Correspondence/Mail	316
Employment	306
Environmental	538
Food	217
Inmate Account	187
Jail Time	18
Laundry	23
Law Library	98
Medical (DOC RELATED & H&H RELATED)	1091
Mental Health	180
Personal Hygiene	119
Phone	44
Programs	25
Property	177
Recreation	44
Religion	27
Rules & Regulations	3
School	0
Search	64
Social Services	77
Transportation	6
Visit	94
Other Request	298
Language Access	2
<b>Total</b>	<b>4171</b>

NON- GRIEVABLE CATEGORIES <sup>42</sup>	
Assault allegation	179
Sexual assault/abuse allegation	368
Harassment allegation	95
Staff	681
Inmate altercation	2
Identification	3
Jail Release	66
Status as an intended contraband recipient (or ER, Red ID, or CMC)	6
Medical staff	41
Mental health staff	7
Request for protective custody	269
Housing	446
Inmate Grievance Process	17
Request for accommodation due to disability	42
Freedom of Information Law request	8
OTHER (timeliness or personal jurisdiction)	92
Security	18
Intake	2
Court	57
Bail	14
Use of Force	89
<b>Total</b>	<b>2502</b>

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	62
Court Ordered Lock Down	45
Enhanced Supervision Housing	253
General Population	4484
General Population Escort (GPE)	554
Medical	16
Mental Observation	381
Protective Custody	396
PSEG	216
RHU	55
Secure Unit	37
Special Consideration Unit (Transgender Housing Unit)	34
Administrative Segregation, Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Pregnant	102
Young Adults	2
<b>Total Housing Area Submissions Received</b>	<b>6637</b>