



Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2020: Third Quarter (January-March)

GRIEVANCES RECEIVED	
Grievable filed	4921
Non-Grievable filed	3227
Total filed	8148

GRIEVABLE CATEGORIES	
Classification/SRG	102
Clothing	32
Commissary	83
Correspondence/Mail	189
Employment	401
Environmental	538
Food	187
Inmate Account	206
Jail Time	97
Laundry	16
Law Library	56
Medical (DOC RELATED & H&H RELATED)	1741
Mental Health	135
Personal Hygiene	55
Phone	42
Programs	22
Property	235
Recreation	27
Religion	41
Rules & Regulations	5
School	2
Search	53
Social Services	72
Transportation	18
Visit	163
Other	403
Total	4921

NON- GRIEVABLE CATEGORIES	
Assault allegation	280
Sexual assault/abuse allegation	340
Harassment allegation	102
Staff	846
Inmate altercation	12
Identification	6
Jail Release	359
Status as an intended contraband recipient (or ER, Red ID, or CMC)	6
Medical staff	52
Mental health staff	3
Request for protective custody	346
Housing	397
Inmate Grievance Process	6
Request for accommodation due to disability	40
Freedom of Information Law request	6
OTHER (timeliness or personal jurisdiction)	70
Security	44
Intake	27
Court	110
Bail	24
Use of Force	151
Total	3227

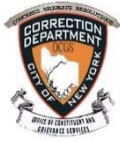
ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2443
EMTC	278
GRVC	943
MDC	842
NIC	564
OBCC	1161
RMSC	733
RNDC	487
VCBC	652
WF	45
Total	8148

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	5051
Withdrawn	1
Transferred/Discharged	6
* Resolved at Formal Level	1017
* Resolved at Wardens Level	7
* Resolved at Asst. Chief Level	0
* Resolved at CORC	0
Total Accepted Grievances Resolved	7643

* Accepted paper based resolved at Appeal Level

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1342
Housing Services	235
Referrals	1
Walk-Ins	2
Electronic Grievance (311)	6060
* These submissions are from incarcerated individuals, family members and loved ones on their behalf.	
88% of the total submission received are inmate related.	
Emails	508
* These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	
Total Submission Received	8148

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	1
Central Monitor Case	17
Central Punitive Segregation Unit	117
Enhanced Supervision Housing	188
General Population	5594
Mental Observation	498
Protective Custody	364
Special Consideration Unit (Transgender Housing Unit)	19
Young Adults	27
Total Housing Area Submissions Received	6825



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ATTACHMENT A-1

CORRECTION DEPARTMENT CITY OF NEW YORK			
OFFICE OF CONSTITUENT AND GRIEVANCE SERVICES		Form.: 7100R-A Rev.: 9/14/18 Ref.: Dir. 3376R-A	
Grievance Categories			
1	CLASSIFICATION/ SRG STATUS	16	PROGRAMS
2	CLOTHING	17	PROPERTY
3	COMMISSARY	18	RECREATION
4	CORRESPONDENCE/MAIL	19	RELIGION
5	EMPLOYMENT	20	RULES AND REGULATIONS
6	ENVIRONMENTAL	21	SCHOOL
7	FOOD	22	SEARCH
8	INMATE ACCOUNT	23	SOCIAL SERVICE
9	JAIL TIME	24	TRANSPORTATION
10	LAUNDRY	25	VISIT
11	LAW LIBRARY	26	OTHER
12	MEDICAL		
13	MENTAL HEALTH		
14	PERSONAL PROPERTY		
15	PHONE		

ATTACHMENT A-1

CITY OF NEW YORK- DEPARTMENT OF CORRECTION			
OFFICE OF CONSTITUENT AND GRIEVANCE SERVICES		CATEGORIZATION OF GRIEVANCES AND REQUESTS	
SUBMISSION NOT SUBJECT TO GRIEVANCE PROCESS			
The following categories/issues are not subject to the Office of Constituent and Grievance Services (OCGS). OCGS staff shall forward the complaint or request to the appropriate entity for review and resolution. The entity is listed below next to each issue. OCGS staff shall also complete the OCGS Disposition Form and provide it to the inmate.			
NO	COMPLAINT CATEGORY	DEFINITION OF CATEGORY	WHO RECEIVES THE GRIEVANCE
1.	Staff-on-inmate non-sexual assault (use of force) allegation	Assault allegation	Investigation Division
2.	Staff-on-inmate sexual assault/abuse allegation (e.g. including repeated verbal statements or comments of a sexual nature, including demeaning references/derogatory comments about gender, body or clothing)	PREA RELATED	PREA UNIT & Investigation Division
3.	Staff-on-inmate non-sexual harassment (e.g., verbal harassment)	Staff verbal misconduct Inappropriate language	Facility Commanding Officer
4.	Inmate-on-inmate non sexual assault allegation	Assault allegation Inmate - on-inmate altercation	Facility Commanding Officer
5.	Inmate-on-inmate sexual assault/abuse allegation	PREA Related	Investigative Division
6.	Inmate-on-inmate non-sexual harassment allegation (e.g., verbal harassment, intimidation, hoarding/ confiscation of personal items, etc.)	Harassment allegation	Facility Commanding Officer
7.	Status as an intended contraband recipient, enhanced restraint, Red ID, or centrally monitored case inmate.	Classification	Facility Commanding Officer
8.	Medical staff (e.g., complaints regarding quality of care, request for second medical opinion)	Medical/ Mental Health	NYC Health & Hospitals DOC Health Affairs
9.	Mental health staff (e.g., complaints regarding quality of care, request for second medical opinion)		
10.	Request for accommodation due to disability or claims of discrimination based on disability or perceived disability	American Disability Act (ADA) Related	DOC Disability Rights Coordinator
11.	Request for protective custody (fear for safety)	Any fear for safety based on inmate-on- inmate threat or fear	Facility Commanding Officer & OGU
12.	Freedom of Information Law (FOIL) requests	All FOIL Requests	Legal Division – FOIL Officer
13.	Housing	ESH, Lockdown, Heat Sensitive, LAG, POCES, THU Transfers, Mental Observation, New Admission, XSP	Facility Commanding Officer
14.	Grievance Process	Complaint about Grievance Procedures	OCGS Program Administrator

*The above charts portray which complaints are considered grievable, and which complaints are considered non-grievable, and where those non-grievable complaints are forwarded”.

The OCGS staff reviews all submissions of Grievances and complaints from 311. The Grievance staff reviews the Grievance or 311 complaint, assess the submission, and determine whether it falls within the OCGS’ jurisdiction, and either dismiss and close the grievance, refer the submission to the appropriate entity, or investigate the grievance. All information is tracked in the service desk system.