



# Office of Constituent and Grievance Services (OCGS)

## Local Law 87 FY 2020: Second Quarter (October-December)

GRIEVANCES PROCESSED	
Grievable filed	5202
Non-Grievable filed	3512
<b>Total filed</b>	<b>8714</b>

GRIEVABLE CATEGORIES	
Classification/SRG	128
Clothing	36
Commissary	116
Correspondence/Mail	235
Employment	370
Environmental	414
Food	258
Inmate Account	267
Jail Time	92
Laundry	24
Law Library	52
Medical (DOC RELATED & H&H RELATED)	1702
Mental Health	169
Personal Hygiene	55
Phone	39
Programs	50
Property	233
Recreation	25
Religion	78
Rules & Regulations	4
School	8
Search	87
Social Services	106
Transportation	28
Visit	181
Other	445
<b>Total</b>	<b>5202</b>

NON- GRIEVABLE CATEGORIES	
Assault allegation	290
Sexual assault/abuse allegation	460
Harassment allegation	128
Staff complaint	906
Inmate altercation	15
Identification	4
Jail Release	266
Status as an intended contraband recipient (or ER, Red ID, or CMC)	8
Medical staff	60
Mental health staff	8
Request for protective custody	428
Housing	429
Inmate Grievance Process	6
Request for accommodation due to disability	45
Freedom of Information Law request	8
OTHER (timeliness or personal jurisdiction)	54
Security	38
Intake	18
Court	130
Bail	29
Use of Force	182
<b>Total</b>	<b>3512</b>

ALL GREIVANCES RECEIVED BY FACILITY	
AMKC	2612
BKDC	320
EMTC	806
GRVC	971
MDC	811
NIC	549
OBCC	981
RMSC	888
RNDC	295
VCBC	477
WF	4
<b>Total</b>	<b>8714</b>

GRIEVABLE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	5616
Withdrawn	3
Transferred/Discharged	15
Resolved at Formal Level	1105
* Resolved at Wardens Level	0
* Resolved at Asst. Chief Level	2
* Resolved at CORC	0
<b>Total Grievances Resolved</b>	<b>6741</b>

\* Resolved at Appeal Level

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1385
Housing Services	282
Referrals	1
Walk-Ins	17
Electronic Grievance (311)	6639
Emails <small>* These are emails received directly from the BOC, H&amp;H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)</small>	390
<b>Total Submission Types</b>	<b>8714</b>

PAPER BASED GRIEVANCES AND NON- GRIEVABLE BY HOUSING AREA TYPE	
Communicable Disease Unit	0
Central Monitor Case	18
Central Punitive Segregation Unit	33
Enhanced Supervision Housing	101
General Population	1003
Mental Observation	59
Protective Custody	41
Transgender Housing Unit	8
Young Adults	12
<b>Total Housing Area Types</b>	<b>1275</b>