

**New York City Department of Correction
Quarterly Grievance Report
FY2024 Q4**

The number of incarcerated individuals that submitted grievances

3,242¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	28	10	38
EHPW	3	5	8
EMTC	912	295	1,207
GRVC	993	420	1,413
NIC	315	108	423
OBCC	2,117	807	2,924
RESH	271	118	389
RMSC	572	350	922
RNDC	626	266	892
WF	646	177	823
Other/Unknown	973	146	1,119
Total	7,456	2,702	10,158

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	267	111	378
General Population	3,630	1,201	4,831
Mental Health ²	878	466	1,344
New Admission	169	58	227
Protective Custody	310	201	511
Other ³	794	329	1,123
Non-Housing Area/Unknown	1,408	336	1,744
Total	7,456	2,702	10,158

¹ This is a count of the unique number of incarcerated individuals who submitted complaints during the reporting period, if that information was available. Not every complaint that is submitted contains identifying information about the complainant.

² Includes all forms of mental health housing, including mental observation, PACE, and CAPS.

³ Includes, but is not limited to, hospital wards, infirmaries, nurseries, and receiving rooms.

Complaints by category

Grievable Category	Count
Classification	100
Clothing	86
Commissary	239
Correspondence	269
Employment	104
Environmental	647
Food	381
Laundry	28
Law Library	161
Length of Sentence	43
Medical	1,900
Mental Health	199
Other ⁴	2,024
Personal Hygiene	188
Phone	70
PIC Account	159
Programs	58
Property	167
Recreation	152
Religion	97
Rules and Regulations	3
School	2
Search	81
Social Service	56
Transportation	40
Visits	202
Total	7,456

Non-Grievable Category	Count
Allegation of Assault	438
Allegation of Sexual Assault/Abuse	221
Allegation of Non-Sexual Harassment	123
Freedom of Information Law (FOIL)	8
Grievance Process	30
Housing	384

⁴ A complaint handled by the Office of Constituent and Grievance Services that does not fall into one of the listed grievable categories prescribed by § 9-136 Grievance process of the NYC Administrative Code.

Non-Grievable Category	Count
Individual Security Status	30
Medical/Mental Health Staff	58
Other ⁵	977
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	69
Request for Protective Custody	364
Total	2,702

Complaints by submission method

Submission Method	Count
311	7,933
E-Mail	1,021
Grievance Box	1,069
Mail	1
Tablet	134
Total	10,158

Complaints by status

Grievable Complaint Status	
Accepted	7,175
Rejected	1,656
Modified	320
Transferred/Discharged	94
Withdrawn	0
Formally Resolved	566
Informally Resolved	28
Return of Grievance	308
Resolved at Central Office Review Committee (CORC)	11
Resolved at Formal Level	0
Total	10,158

⁵ A complaint not handled by the Office of Constituent and Grievance Services that does not fall into one of the listed non-grievable categories prescribed by § 9-136 Grievance process of the NYC Administrative Code.

Non-grievable complaint referrals

In accordance with DOC policy, non-grievable complaints can be referred to any of the following, depending on the nature of the complaint:

- DOC Disability Rights Coordinator
- DOC Health Affairs Division
- DOC Investigations Division
- DOC Legal Division
- DOC Operations Security Intelligence Unit (OSIU)
- DOC Prison Rape Elimination Act (PREA) Unit
- Facility Commanding Officer
- NYC Health and Hospitals (H+H)