

**New York City Department of Correction
Quarterly Grievance Report
FY2025 Q1**

The number of incarcerated individuals that submitted grievances

3,240¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	19	10	29
EHPW	2	2	4
EMTC	899	251	1,150
GRVC	1,061	434	1,495
NIC	222	105	327
OBCC	1,815	695	2,510
RESH	224	100	324
RMSC	567	317	884
RNDC	740	295	1,035
WF	668	175	843
Other/Unknown	964	132	1,096
Total	7,181	2,516	9,697

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	220	96	316
General Population	3,592	1,187	4,779
Mental Health ²	831	357	1,188
New Admission	205	75	280
Protective Custody	316	182	498
Other ³	619	248	867
Non-Housing Area/Unknown	1,398	371	1,769
Total	7,181	2,516	9,697

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	73
Clothing	78
Commissary	298
Correspondence	264
Employment	108
Environmental	576
Food	348
Laundry	48
Law Library	102
Length of Sentence	54
Medical	1,905
Mental Health	206
Other ⁴	1,993
Personal Hygiene	138
Phone	74
PIC Account	143
Programs	61
Property	161
Recreation	138
Religion	63
Rules and Regulations	1
School	1
Search	71
Social Service	54
Transportation	31
Visits	192
Total	7,181

Non-Grievable Category	Count
Allegation of Assault	399
Allegation of Sexual Assault/Abuse	195
Allegation of Non-Sexual Harassment	129
Freedom of Information Law (FOIL)	10
Grievance Process	21
Housing	404

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	32
Medical/Mental Health Staff	55
Other ⁵	867
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	89
Request for Protective Custody	315
Total	2,516

Complaints by submission method

Submission Method	Count
311	7,792
E-Mail	903
Grievance Box	813
Mail	0
Tablet	189
Total	9,697

Complaints by status

Grievable Complaint Status	
Accepted	6,542
Rejected	1,697
Modified	336
Transferred/Discharged	145
Withdrawn	0
Formally Resolved	440
Informally Resolved	324
Return of Grievance	210
Resolved at Central Office Review Committee (CORC)	3
Resolved at Formal Level	0
Total	9,697

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)