

**New York City Department of Correction
Quarterly Grievance Report
FY2025 Q2**

The number of incarcerated individuals that submitted grievances

3,331¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	49	14	63
EHPW	6	3	9
EMTC	955	278	1,233
GRVC	890	299	1,189
NIC	267	105	372
OBCC	1,905	794	2,699
RESH	313	162	475
RMSC	643	329	972
RNDC	932	386	1,318
WF	615	175	790
Other/Unknown	1,060	148	1,208
Total	7,635	2,693	10,328

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	304	153	457
General Population	3,647	1,279	4,926
Mental Health ²	958	397	1,355
New Admission	219	86	305
Protective Custody	293	151	444
Other ³	705	293	998
Non-Housing Area/Unknown	1,509	334	1,843
Total	7,635	2,693	10,328

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	52
Clothing	102
Commissary	301
Correspondence	278
Employment	115
Environmental	803
Food	392
Laundry	37
Law Library	121
Length of Sentence	46
Medical	1,951
Mental Health	211
Other ⁴	1,994
Personal Hygiene	156
Phone	70
PIC Account	153
Programs	85
Property	166
Recreation	139
Religion	99
Rules and Regulations	13
School	1
Search	72
Social Service	71
Transportation	18
Visits	189
Total	7,635

Non-Grievable Category	Count
Allegation of Assault	388
Allegation of Sexual Assault/Abuse	185
Allegation of Non-Sexual Harassment	134
Freedom of Information Law (FOIL)	6
Grievance Process	19
Housing	472

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	21
Medical/Mental Health Staff	54
Other ⁵	1,020
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	63
Request for Protective Custody	331
Total	2,693

Complaints by submission method

Submission Method	Count
311	8,395
E-Mail	1,013
Grievance Box	775
Mail	0
Tablet	145
Total	10,328

Complaints by status

Grievable Complaint Status	
Accepted	7,263
Rejected	1,704
Modified	310
Transferred/Discharged	14
Withdrawn	0
Formally Resolved	524
Informally Resolved	327
Return of Grievance	186
Resolved at Central Office Review Committee (CORC)	0
Resolved at Formal Level	0
Total	10,328

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)