

**New York City Department of Correction
Quarterly Grievance Report
FY2025 Q3**

The number of incarcerated individuals that submitted grievances

3,559¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	100	18	118
EHPW	3	0	3
EMTC	914	235	1,149
GRVC	922	382	1,304
NIC	279	89	368
OBCC	2,033	788	2,821
RESH	231	126	357
RMSC	521	308	829
RNDC	881	332	1,213
WF	673	175	848
Other/Unknown	1,036	214	1,250
Total	7,593	2,667	10,260

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	229	124	353
General Population	3,585	1,245	4,830
Mental Health ²	1,028	460	1,488
New Admission	230	44	274
Protective Custody	275	111	386
Other ³	727	268	995
Non-Housing Area/Unknown	1,519	415	1,934
Total	7,593	2,667	10,260

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	64
Clothing	88
Commissary	244
Correspondence	259
Employment	144
Environmental	656
Food	418
Laundry	66
Law Library	107
Length of Sentence	45
Medical	2,091
Mental Health	220
Other ⁴	1,939
Personal Hygiene	170
Phone	63
PIC Account	150
Programs	85
Property	178
Recreation	135
Religion	136
Rules and Regulations	5
School	13
Search	57
Social Service	67
Transportation	28
Visits	165
Total	7,593

Non-Grievable Category	Count
Allegation of Assault	378
Allegation of Sexual Assault/Abuse	213
Allegation of Non-Sexual Harassment	106
Freedom of Information Law (FOIL)	9
Grievance Process	15
Housing	497

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	63
Other ⁵	1,023
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	63
Request for Protective Custody	270
Total	2,667

Complaints by submission method

Submission Method	Count
311	8,208
E-Mail	1,194
Grievance Box	740
Mail	0
Tablet	118
Total	10,260

Complaints by status

Grievable Complaint Status	
Accepted	7,267
Rejected	1,812
Modified	388
Transferred/Discharged	14
Withdrawn	0
Formally Resolved	641
Informally Resolved	6
Return of Grievance	132
Resolved at Central Office Review Committee (CORC)	0
Resolved at Formal Level	0
Total	10,260

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)