

**New York City Department of Correction
Quarterly Grievance Report
FY2025 Q4**

The number of incarcerated individuals that submitted grievances

3,562¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	29	15	44
EHPW	0	1	1
EMTC	972	262	1,234
GRVC	905	380	1,285
NIC	339	79	418
OBCC	2,406	1,027	3,433
RESH	358	158	516
RMSC	578	286	864
RNDC	964	381	1,345
WF	730	231	961
Other/Unknown	1,038	166	1,204
Total	8,319	2,986	11,305

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	302	137	439
General Population	4,193	1,516	5,709
Mental Health ²	774	350	1,124
New Admission	202	58	260
Protective Custody	242	106	348
Other ³	789	366	1,155
Non-Housing Area/Unknown	1,817	453	2,270
Total	8,319	2,986	11,305

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	83
Clothing	84
Commissary	264
Correspondence	296
Employment	135
Environmental	657
Food	356
Laundry	48
Law Library	129
Length of Sentence	66
Medical	2,169
Mental Health	207
Other ⁴	2,156
Personal Hygiene	150
Phone	73
PIC Account	186
Programs	106
Property	173
Recreation	473
Religion	109
Rules and Regulations	45
School	8
Search	61
Social Service	63
Transportation	24
Visits	198
Total	8,319

Non-Grievable Category	Count
Allegation of Assault	374
Allegation of Sexual Assault/Abuse	181
Allegation of Non-Sexual Harassment	204
Freedom of Information Law (FOIL)	9
Grievance Process	23
Housing	737

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	25
Medical/Mental Health Staff	56
Other ⁵	1,014
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	64
Request for Protective Custody	299
Total	2,986

Complaints by submission method

Submission Method	Count
311	8,651
E-Mail	1,218
Grievance Box	1,284
Mail	1
Tablet	151
Total	11,305

Complaints by status

Grievable Complaint Status	
Accepted	7,756
Rejected	2,501
Modified	248
Transferred/Discharged	28
Withdrawn	0
Formally Resolved	544
Informally Resolved	2
Return of Grievance	224
Resolved at Central Office Review Committee (CORC)	1
Resolved at Formal Level	1
Total	11,305

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)