

**New York City Department of Correction
Quarterly Grievance Report
FY2026 Q1**

The number of incarcerated individuals that submitted grievances

3,471¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	41	21	62
EHPW	3	3	6
EMTC	1,000	260	1,260
GRVC	876	355	1,231
NIC	351	101	452
OBCC	1,926	788	2,714
RESH	383	121	504
RMSC	568	230	798
RNDC	765	325	1,090
WF	662	174	836
Other/Unknown	1,129	194	1,323
Total	7,704	2,572	10,276

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	222	88	310
General Population	3,789	1,171	4,960
Mental Health ²	867	433	1,300
New Admission	180	50	230
Protective Custody	188	104	292
Other ³	604	233	837
Non-Housing Area/Unknown	1,854	493	2,347
Total	7,704	2,572	10,276

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	107
Clothing	80
Commissary	257
Correspondence	294
Employment	115
Environmental	642
Food	420
Laundry	58
Law Library	118
Length of Sentence	77
Medical	2,128
Mental Health	183
Other ⁴	1,790
Personal Hygiene	154
Phone	49
PIC Account	182
Programs	107
Property	143
Recreation	373
Religion	93
Rules and Regulations	6
School	2
Search	44
Social Service	50
Transportation	36
Visits	196
Total	7,704

Non-Grievable Category	Count
Allegation of Assault	302
Allegation of Sexual Assault/Abuse	215
Allegation of Non-Sexual Harassment	181
Freedom of Information Law (FOIL)	9
Grievance Process	16
Housing	578

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	20
Medical/Mental Health Staff	50
Other ⁵	842
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	51
Request for Protective Custody	308
Total	2,572

Complaints by submission method

Submission Method	Count
311	8,196
E-Mail	1,046
Grievance Box	846
Mail	2
Tablet	186
Total	10,276

Complaints by status

Grievable Complaint Status	
Accepted	7,864
Rejected	1,983
Modified	105
Transferred/Discharged	156
Withdrawn	1
Formally Resolved	30
Informally Resolved	0
Return of Grievance	137
Resolved at Central Office Review Committee (CORC)	0
Resolved at Formal Level	0
Total	10,276

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)