

**New York City Department of Correction
Quarterly Grievance Report
FY2026 Q2**

The number of incarcerated individuals that submitted grievances

3,065¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	24	7	31
EHPW	1	1	2
EMTC	692	175	867
GRVC	878	394	1,272
NIC	446	152	598
OBCC	1,738	658	2,396
RESH	392	176	568
RMSC	570	284	854
RNDC	729	370	1,099
WF	481	164	645
Other/Unknown	827	254	1,081
Total	6,778	2,635	9,413

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	280	144	424
General Population	3,214	1,185	4,399
Mental Health ²	745	338	1,083
New Admission	101	48	149
Protective Custody	249	144	393
Other ³	753	257	1,010
Non-Housing Area/Unknown	1,436	519	1,955
Total	6,778	2,635	9,413

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	72
Clothing	82
Commissary	195
Correspondence	291
Employment	105
Environmental	630
Food	430
Laundry	61
Law Library	104
Length of Sentence	53
Medical	1,831
Mental Health	223
Other ⁴	1,530
Personal Hygiene	165
Phone	56
PIC Account	164
Programs	69
Property	177
Recreation	84
Religion	89
Rules and Regulations	2
School	3
Search	78
Social Service	88
Transportation	39
Visits	157
Total	6,778

Non-Grievable Category	Count
Allegation of Assault	305
Allegation of Sexual Assault/Abuse	159
Allegation of Non-Sexual Harassment	199
Freedom of Information Law (FOIL)	8
Grievance Process	26
Housing	554

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	13
Medical/Mental Health Staff	47
Other ⁵	913
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	68
Request for Protective Custody	343
Total	2,635

Complaints by submission method

Submission Method	Count
311	7,810
E-Mail	797
Grievance Box	699
Mail	0
Tablet	107
Total	9,413

Complaints by status

Grievable Complaint Status	
Accepted	7,685
Rejected	1,495
Modified	38
Transferred/Discharged	60
Withdrawn	1
Formally Resolved	17
Informally Resolved	1
Return of Grievance	116
Resolved at Central Office Review Committee (CORC)	0
Resolved at Formal Level	0
Total	9,413

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)