

**New York City Department of Correction
Quarterly Grievance Report
FY2026 Q3**

The number of incarcerated individuals that submitted grievances

2,995¹

Complaints by area of submission

Facility	Grievable	Non-Grievable	Count
BHPW	49	23	72
EHPW	3	0	3
EMTC	673	179	852
GRVC	1,004	398	1,402
NIC	299	108	407
OBCC	1,532	623	2,155
RESH	550	205	755
RMSC	501	261	762
RNDC	1,027	415	1,442
WF	434	163	597
Other/Unknown	830	247	1,077
Total	6,902	2,622	9,524

Housing Area Type	Grievable	Non-Grievable	Count
Restrictive Housing	361	159	520
General Population	3,105	1,105	4,210
Mental Health ²	921	380	1,301
New Admission	100	38	138
Protective Custody	241	153	394
Other ³	581	252	833
Non-Housing Area/Unknown	1,593	535	2,128
Total	6,902	2,622	9,524

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	79
Clothing	46
Commissary	253
Correspondence	333
Employment	123
Environmental	815
Food	297
Laundry	59
Law Library	71
Length of Sentence	39
Medical	1,732
Mental Health	260
Other ⁴	1,667
Personal Hygiene	125
Phone	78
PIC Account	162
Programs	66
Property	152
Recreation	56
Religion	162
Rules and Regulations	6
School	4
Search	49
Social Service	76
Transportation	38
Visits	154
Total	6,902

Non-Grievable Category	Count
Allegation of Assault	317
Allegation of Sexual Assault/Abuse	203
Allegation of Non-Sexual Harassment	163
Freedom of Information Law (FOIL)	9
Grievance Process	25
Housing	537

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	18
Medical/Mental Health Staff	54
Other ⁵	941
Request for Accommodation Due to Disability or Claim of Discrimination Based on Disability or Perceived Disability	50
Request for Protective Custody	305
Total	2,622

Complaints by submission method

Submission Method	Count
311	7,969
E-Mail	872
Grievance Box	584
Mail	0
Tablet	99
Total	9,524

Complaints by status

Grievable Complaint Status	
Accepted	7,707
Rejected	1,581
Modified	55
Transferred/Discharged	64
Withdrawn	0
Formally Resolved	5
Informally Resolved	0
Return of Grievance	112
Resolved at Central Office Review Committee (CORC)	0
Resolved at Formal Level	0
Total	9,524

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)