



Office of Constituent and Grievance Services (OCGS) Local Law 87 FY 2021: Third Quarter (January-March)

GRIEVANCES RECEIVED	
Grievable filed	5729
Non-Grievable filed	2898
Total filed	8627

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	1527
Housing Services	39
Referrals	0
Walk-Ins	0
Electronic Grievance (311) * These submissions are from incarcerated individuals, family members and loved ones on their behalf.	6272
Emails * These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	789
Total Submission Received	8627

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	1256
Withdrawn	1
Transferred/Discharged	7
* Resolved at Formal Level	765
* Resolved at Wardens Level	2
* Resolved at Asst. Chief Level	1
* Resolved at CORC	7
Total Accepted Grievances Resolved	2039

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2717
EMTC	965
GRVC	978
MDC	255
NIC	445
OBCC	1230
RMSC	568
RNDC	612
VCBC	539
WF	318
Total	8627

* Accepted paper based resolved at Appeal Level



Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2021: Third Quarter (January-March)

GRIEVABLE CATEGORIES	
Classification/SRG	43
Clothing	61
Commissary	193
Correspondence/Mail	387
Employment	183
Environmental	919
Food	304
Inmate Account	194
Jail Time	25
Laundry	47
Law Library	124
Medical (DOC RELATED & H&H RELATED)	1612
Mental Health	285
Personal Hygiene	133
Phone	58
Programs	84
Property	160
Recreation	154
Religion	26
Rules & Regulations	4
School	0
Search	19
Social Services	106
Transportation	15
Visit	241
Other Request	352
Total	5729

NON- GRIEVABLE CATEGORIES ⁴²	
Assault allegation	250
Sexual assault/abuse allegation	317
Harassment allegation	94
Staff	711
Inmate altercation	5
Identification	1
Jail Release	134
Status as an intended contraband recipient (or ER, Red ID, or CMC)	2
Medical staff	80
Mental health staff	11
Request for protective custody	330
Housing	463
Inmate Grievance Process	27
Request for accommodation due to disability	46
Freedom of Information Law request	16
OTHER (timeliness or personal jurisdiction)	98
Security	33
Intake	36
Court	102
Bail	19
Use of Force	123
Total	2898

GRIEVANCES BY HOUSING AREA TYPE	
Central Monitor Case	41
Court Ordered Lock Down	91
Enhanced Supervision Housing	323
General Population	5804
General Population Escort (GPE)	578
Medical	63
Mental Observation	504
Protective Custody	479
PSEG	137
RHU	122
Secure Unit	55
Special Consideration Unit (Transgender Housing Unit)	26
Communicable Disease Unit, Enhanced Restraints, PACE, TRU, VETERAN, Civil, Pregnant	200
Young Adults	35
Total Housing Area Submissions Received	8458