

Office of Constituent and Grievance Services (OCGS)

Local Law 87 FY 2023: Fourth Quarter (April - June)

GRIEVANCES RECEIVED	
Grievable filed	7,533
Non-Grievable filed	3,096
Total filed	10,629

GRIEVANCES BY SUBMISSION METHOD	
Grievance Box	745
Housing Services	234
Referrals	3
Walk-Ins	2
Mail	0
Electronic Grievance (311) • These submissions are from incarcerated individuals, family members and loved ones on their behalf.	8,809
Emails • These are emails received directly from the BOC, H&H, Legal Aid/Advocates, SCOC, via DOC Website, etc.)	836
Total Submission Received	10,629

GRIEVANCE RESOLUTION STAGES	
Accepted (311 & Email Grievances)	8,879
Withdrawn	0
Transferred/Discharged	1
* Resolved at Formal Level	72
* Resolved at Wardens Level	17
* Addressed at CORC	12
Total Accepted Grievances Resolved	8,981

ALL GRIEVANCES RECEIVED BY FACILITY	
AMKC	2,776
BHPW	61
BKDC	1
COMMISSIONER'S OFFICE	3
EMTC	1,224
GRVC	1,540
NIC	790
OSIU	1
**OTHER	1,065
RESH	35
RMSC	1,121
RNDC	943
SOD	5
TRANSPORTATION DIVISION	2
VCBC	788
WF	274
Total	10,629

* Accepted paper based resolved at Appeal Level

** Complaint where a facility was not specified

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GRIEVABLE CATEGORIES	
Classification/SRG	69
Clothing	71
Commissary	352
Correspondence/Mail	300
Employment	153
Environmental	560
Food	416
Person in Custody Account	218
Jail Time	53
Laundry	41
Law Library	99
Medical (DOC RELATED & H&H RELATED)	1,956
Mental Health	403
Other Request	1,568
Personal Hygiene	150
Phone	52
Programs	73
Property	200
Recreation	140
Religion	165
Rules & Regulations	2
School	2
Search	68
Social Services	63
Tablet	134
Transportation	33
Visit	192
Total	7,533

NON- GRIEVABLE CATEGORIES	
Assault Allegation	372
Assault Allegation (No UOF)	35
Bail	31
Status as an intended contraband recipient (or ER, Red ID, or CMC)	2
Court	87
Fear for Safety/Request for protective custody	409
Freedom of Information Law request	5
Harassment Allegation	124
Housing	406
Noise	0
Person in Custody Altercation	19
Grievance Operation	12
Intake	2
Jail Release	127
Medical Staff	84
Mental Health Staff	18
Language Access	1
Request for Accommodation due to disability	66
Security	53
Sexual Assault/Abuse Allegation	325
Staff	822
Use of Force	96
Total	3,096

GRIEVANCES BY HOUSING AREA TYPE	
Administrative Segregation	1
Central Monitor Case	5
Court Ordered Lock Down	24
Enhanced Supervision Housing	350
General Population	6,845
General Population Escort (GPE)	51
Medical	135
Mental Observation	1,105
None*	1,363
Protective Custody	618
PSEG	0
RHU	1
Secure Unit	1
Special Consideration Unit (Transgender Housing Unit)	2
Adolescents, Civil, Communicable Disease Unit, Enhanced Restraints, PACE, Pregnant, Second Chance, VETERAN	128
Young Adults	0
Total Housing Area Submissions Received	10.629

* Complaints that lack information such as name, B&C or NYSID number, from PIC in the Intake/New Admission housing area who have not been assigned to a facility, and/or about the conditions in a facility.