

Inmate Grievances between January 2004 and July 7 2014.

(As on 7/7/2014)

1. Number of Grievances Filed and Resolved each year*

	Status								
Year*	Resolved	Non Grievable	Released	Abandoned	Return / Unprocessed	Transferred	Unresolved	Withdrawn	Grand Total
2004	4809	4104	299			66		144	9422
2005	5873	4643	527			122		319	11484
2006	5192	4785	901			295		328	11501
2007	4413	3971	916			340		249	9889
2008	6128	4228	595			256		417	11624
2009	6277	4204	389			143		313	11326
2010	6665	3950	412		1	108		657	11793
2011	7024	4485	312			82		643	12546
2012	7315	4663	284	121	291	90		540	13304
2013	9206	302	323	851	5440	85	2	64	16273
2014	3419	22	126	243	2480	45	843	23	7201
Grand Tot	66321	39357	5084	1215	8212	1632	845	3697	126363

*By Grievance Date

2. Categories or subject matter of grievances filed and resolved, and number of grievances in each subject matter category used (for instance, grievances related to food, health care, use of force, etc., and including both ordinary and “sensitive” complaints such as those involving allegations of staff misconduct)

3. Grievance outcomes or resolutions each year, by subject matter category and ye

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
Assault by Staff	Non Grievable	22	22	8	13	9	7	7	2	7			97
	Released		1	1	2	1				1			6
	Resolved	8	6	14	5	4	4	1	1	2	2	2	49
	Return / Unprocessed										4	6	10
	Transferred			2	1	2				1	1		7
	Withdrawn	1											1
Assault by Staff Total		31	29	25	21	16	11	8	3	11	7	8	170
Assault Inmate on Inmate	Non Grievable	4	14	3	14	8	7	2	7	8			67
	Released			1	2	1		1					5
	Resolved	2	4	2	4	12	5	4	5	10	4		52
	Return / Unprocessed										2	1	3
	Withdrawn	1											1
Assault Inmate on Inmate Total		7	18	6	20	21	12	7	12	18	6	1	128
Central Supply	Non Grievable	11	16	15	4	4	7	8					65
	Released	1	3	2	3	1		1					11
	Resolved	2	17	17	19	3	3	7	5	6		3	82
	Return / Unprocessed											2	2
	Transferred	1	1	1	3						1		7
Central Supply Total		15	37	35	29	8	10	16	5	6	1	5	167
Classification	Abandoned										1		1
	Non Grievable	319	215	167	127	228	183	168	211	172	55	7	1852
	Released		4	2	1	2	1	2					12
	Resolved	10	8	6	8	9	2	1	5	2	7	2	60
	Return / Unprocessed										111	63	174
	Transferred	1	1	2	1					1			6
	Withdrawn							1				1	2
Classification Total		330	228	177	137	239	186	172	216	175	174	73	2107
Commissary	Abandoned										44		44
	Non Grievable	79	58	74	51	82	111	98	110	106	11		780
	Released	7	5	12	7	8	5	5	3	6	17	3	78
	Resolved	122	91	76	69	96	100	113	108	161	762	136	1834
	Return / Unprocessed									3	241	147	391
	Transferred	1	1	5	3	3	2	3		1	3		22
	Unresolved										2	19	21
	Withdrawn	3	3	7	1	1	1	3	9	3	8		39
Commissary Total		212	158	174	131	190	219	222	230	280	1088	305	3209
Counselors	Abandoned										5		5
	Non Grievable	28	39	48	27	19	29	16	14	14	1		235
	Released	3	4	8	7	10	4	2	1	2	2	3	46

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Resolved	33	13	14	13	34	40	18	30	19	40	8	262
	Return / Unprocessed									4	86	20	110
	Transferred			2	1			2		1			6
	Unresolved											2	2
	Withdrawn		2	2	2	2	3	2	1		1		15
Counselors Total		64	58	74	50	65	76	40	46	40	135	33	681
Disciplinary	Non Grievable	518	459	234	232	301	306	283	210	261	89	13	2906
	Released	2	1	1	1		1		1	1			8
	Resolved	11	4		4	6	1	5	5	5	6	4	51
	Return / Unprocessed									15	155	90	260
	Transferred	1											1
Disciplinary Total		532	464	235	237	307	308	288	216	282	250	107	3226
Education	Abandoned									1			1
	Non Grievable	7	5	6	7	3	5	4	8	11			56
	Released					1		1					2
	Resolved	7	7		4	6	10	8	4	4	5	1	56
	Return / Unprocessed										2	5	7
	Unresolved											2	2
	Withdrawn						1	1	1				3
Education Total		14	12	6	11	10	16	14	13	16	7	8	127
Food	Abandoned									8	31	7	46
	Non Grievable	53	79	123	115	197	134	111	55	78	2		947
	Released	4	10	10	3	18	9	17	9	15	11	3	109
	Resolved	139	210	104	83	194	159	168	114	194	293	97	1755
	Return / Unprocessed									1	60	36	97
	Transferred	2	6	2	1	13	8	5	3	7	6	2	55
	Unresolved											43	43
	Withdrawn	3	4		4	4	3	18	25	22	5		88
Food Total		201	309	239	206	426	313	319	206	325	408	188	3140
Food Service	Abandoned									1	10		11
	Non Grievable	25	30	55	43	35	31	44	28	51			342
	Released	3	4	10	8	5	8	4	5	5	5		57
	Resolved	83	72	97	75	84	82	88	98	80	91	29	879
	Return / Unprocessed										43	7	50
	Transferred	1	2	3	4	3	3		2	1	3	1	23
	Unresolved											19	19
	Withdrawn		1				4	17	11	6	1		40
Food Service Total		112	109	165	130	127	128	153	144	144	153	56	1421
Free Issue	Abandoned										3		3
	Non Grievable	17	28	23	3	5	19	52	31	40	2		220
	Released	4		2		2			2		2		12
	Resolved	22	28	12	6	11	8	22	14	20	108	20	271
	Return / Unprocessed										19	5	24

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Transferred	1	1	1		1							4
	Withdrawn	1		2			2	1	4		1		11
Free Issue Total		45	57	40	9	19	29	75	51	60	135	25	545
Gate Money	Non Grievable	1	1	2				1		1			6
	Released	1		2		1		2					6
	Resolved	3	2							1	1	1	8
	Return / Unprocessed										1	1	2
	Withdrawn		1										1
Gate Money Total		5	4	4		1		3		2	2	2	23
Grievance Process	Abandoned										1		1
	Non Grievable	62	72	114	114	93	89	34	36	17			631
	Released	4	2	2	2				1				11
	Resolved	21	14	20	8	14	8	9	9	19	12	1	135
	Return / Unprocessed										70	33	103
	Transferred				1	1		3			1		6
	Withdrawn		3	1									4
Grievance Process Total		87	91	137	125	108	97	46	46	36	84	34	891
Health Issue (Dental)	Abandoned									7	22	10	39
	Non Grievable				4	36	13	8	14	14	1		90
	Released				2	15	8	9	13	7	5	5	64
	Resolved				10	181	172	178	235	282	213	75	1346
	Return / Unprocessed									8	14	11	33
	Transferred					3	3		4	1	3	1	15
	Unresolved											12	12
	Withdrawn					10	6	7	13	14			50
Health Issue (Dental) Total					16	245	202	202	279	333	258	114	1649
Health Issue (Medical)	Abandoned									46	416	132	594
	Non Grievable	175	567	855	588	299	200	223	159	110	5		3181
	Released	62	211	428	519	282	136	143	93	114	110	36	2134
	Resolved	1407	1982	2189	1922	2573	2255	2274	2351	2696	2697	976	23322
	Return / Unprocessed									15	140	74	229
	Transferred	23	56	111	178	96	43	31	35	37	20	12	642
	Unresolved											248	248
	Withdrawn	20	176	196	178	281	162	276	342	303	16	6	1956
Health Issue (Medical) Total		1687	2992	3779	3385	3531	2796	2947	2980	3321	3404	1484	32306
Health Issue (Mental Health)	Abandoned										16	12	28
	Non Grievable					27	28	16	21	29			121
	Released				8	26	15	20	21	16	6	7	119
	Resolved				12	212	172	188	206	255	236	93	1374
	Return / Unprocessed										8	19	27
	Transferred					12	7	4	5	6	2		36
	Unresolved											17	17
	Withdrawn				1	10	7	12	8	21			59

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
Health Issue (Mental Health) Total					21	287	229	240	261	327	268	148	1781
Hygiene/Sanitation										3	5		8
	Abandoned												
	Non Grievable	57	62	78	60	84	79	51	53	40	3		567
	Released	5	3	4	6	5	4	2	4	5	4	2	44
	Resolved	90	82	58	44	76	89	115	123	111	151	35	974
	Return / Unprocessed									6	32	51	89
	Transferred			3	2	3	1	1		2			12
	Unresolved											5	5
	Withdrawn	2	1	1	1	1	1	6	10	4	1		28
Hygiene/Sanitation Total		154	148	144	113	169	174	175	190	171	196	93	1727
Inmate Accounts											1	1	2
	Abandoned												
	Non Grievable	69	76	73	64	57	59	46	52	44	1		541
	Released	4	18	31	15	7	5	2	6	4	5	2	99
	Resolved	74	121	88	108	113	94	67	74	89	79	59	966
	Return / Unprocessed									1	79	68	148
	Transferred	3	1	10	2	1	1	1	1	1	2	1	24
	Unresolved											12	12
	Withdrawn	4	2	5	3			4	6	7	2		33
Inmate Accounts Total		154	218	207	192	178	159	120	139	146	169	143	1825
Job Issues											3		3
	Abandoned												
	Non Grievable	83	55	58	61	58	77	68	67	69	3		599
	Released	1	2	3	8	1	1	3	4	2	5	3	33
	Resolved	58	70	36	42	31	31	79	36	46	76	51	556
	Return / Unprocessed									2	77	39	118
	Transferred	1	2	3	3	1	1	2	1	1	2	1	18
	Unresolved											5	5
	Withdrawn	1		2	2	2	2	2	2	3	4		20
Job Issues Total		144	129	102	116	93	112	154	110	123	170	99	1352
Laundry/Clothing										16	29	5	50
	Abandoned												
	Non Grievable	146	255	257	166	219	271	240	552	760	15		2881
	Released	11	6	43	30	16	8	22	20	14	24	7	201
	Resolved	364	439	700	407	459	992	1089	1511	1305	1637	573	9476
	Return / Unprocessed									64	679	276	1019
	Transferred	4	3	21	14	13	5	6	6	8	7	3	90
	Unresolved											197	197
	Withdrawn	4	8	8	3	8	11	84	41	28	3	1	199
Laundry/Clothing Total		529	711	1029	620	715	1287	1441	2130	2195	2394	1062	14113
Law Library										2	11	4	17
	Abandoned												
	Non Grievable	57	59	50	42	32	51	67	40	31			429
	Released	6	2	3	4		2	3	3	5	2	2	32
	Resolved	78	52	26	28	38	46	75	90	69	70	19	591
	Return / Unprocessed									1	62	22	85
	Transferred			3	2	3	2			3	2	1	16

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Unresolved											5	5
	Withdrawn	6	9	3	3	2	2	19	12	5	1		62
Law Library Total		147	122	85	79	75	103	164	145	116	148	53	1237
Legal Assistance	Abandoned										2	5	7
	Non Grievable	31	11	15	26	18	17	8	7	4			137
	Released				2			2					4
	Resolved	3	5	12	12	14	14	3	2	7	8	3	83
	Return / Unprocessed									1	17	6	24
	Transferred										1		1
	Withdrawn		1	2	3	2	1			2			11
Legal Assistance Total		34	17	29	43	34	32	13	9	14	28	14	267
Lockdown	Non Grievable	17	6	1	9	5	11	6	3	2			60
	Released	3			3				1				7
	Resolved	8	11	5	6	2	1	6	1	4	8	3	55
	Return / Unprocessed										2	4	6
	Transferred		1					1	1			1	4
	Unresolved											1	1
	Withdrawn		1				2						3
Lockdown Total		28	19	6	18	7	14	13	6	6	10	9	136
Mail	Abandoned									9	24	2	35
	Non Grievable	192	175	194	135	172	114	163	137	130	4		1416
	Released	11	10	15	14	13	1	7	6	5	4	7	93
	Resolved	169	214	120	151	137	111	151	198	229	290	108	1878
	Return / Unprocessed									6	266	130	402
	Transferred	1	1	9		7	1	1	1	1	3		25
	Unresolved											13	13
	Withdrawn	14	14	9		6	3	10	10	14	3	3	86
Mail Total		387	414	347	300	335	230	332	352	394	594	263	3948
Maintenance	Abandoned									2	5	1	8
	Non Grievable	69	83	93	101	122	106	71	131	255	2		1033
	Released	10	9	12	8	5	4	8	3	2	1	2	64
	Resolved	166	141	76	83	127	145	182	92	78	123	44	1257
	Return / Unprocessed									14	281	161	456
	Transferred	2	4	13	6	8	6	2	1	1	1	1	45
	Unresolved											22	22
	Withdrawn	2	1	1	3	4	9	8	4	4		1	37
Maintenance Total		249	238	195	201	266	270	271	231	356	413	232	2922
Medical Copay	Abandoned									1	32	16	49
	Non Grievable	11	15	13	21	19	27	14	34	15			169
	Released	3	7	16	21	12	15	8	15	12	10	2	121
	Resolved	125	168	182	161	232	314	245	348	332	232	89	2428
	Return / Unprocessed									1	11	7	19
	Transferred		1	5	12	8	5	1	4	1		1	38

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Unresolved											18	18
	Withdrawn	2	8	21	8	13	15	26	32	24	1	1	151
Medical Copay Total		141	199	237	223	284	376	294	433	386	286	134	2993
Medical Staff	Abandoned									4	33	15	52
	Non Grievable	62	16	110	53	56	18	9	14	4			342
	Released	8	18	29	54	19	13	8	11	2	7	5	174
	Resolved	188	105	134	107	200	228	120	127	102	188	68	1567
	Return / Unprocessed									3	11	8	22
	Transferred		3	4	12	12	8	1	1		1	1	43
	Unresolved											32	32
	Withdrawn	8	15	22	17	32	40	26	27	24			211
Medical Staff Total		266	157	299	243	319	307	164	180	139	240	129	2443
Miscellaneous	Abandoned									1	12	1	14
	Non Grievable	247	493	332	257	271	300	218	362	451	14		2945
	Released	18	13	7	10	3	2	4	7	3	8	3	78
	Resolved	174	255	89	63	60	78	146	120	125	365	210	1685
	Return / Unprocessed							1		28	755	251	1035
	Transferred	1		2	7	3	1	3	1	1	2	1	22
	Unresolved											23	23
	Withdrawn	3	7	4	2	4	3	8	9	4	2	2	48
Miscellaneous Total		443	768	434	339	341	384	380	499	613	1158	491	5850
Personal Property	Abandoned									16	82	17	115
	Non Grievable	389	388	298	262	358	259	260	285	275	18		2792
	Released	27	20	34	24	37	16	15	20	21	18	6	238
	Resolved	323	404	288	296	441	345	463	541	497	549	191	4338
	Return / Unprocessed									14	350	173	537
	Transferred	1	6	26	28	22	10	13	5	5	4	4	124
	Unresolved											50	50
	Withdrawn	17	21	17	12	21	22	58	37	31		1	237
Personal Property Total		757	839	663	622	879	652	809	888	859	1021	442	8431
Policy	Non Grievable	49	40	37	42	92	73	61	76	65	18	1	554
	Released	8	2	6	7	3	3	2			8	1	40
	Resolved	57	48	46	41	34	16	15	14	20	24	2	317
	Return / Unprocessed									2	90	26	118
	Transferred	1	2	10	5	5	1			1			25
	Withdrawn			3				2	2				7
Policy Total		115	92	102	95	134	93	80	92	88	140	30	1061
Programs	Abandoned										1		1
	Non Grievable	5	24	15	13	25	40	42	18	14	1		197
	Released		4	2	2			2	2	4	2		18
	Resolved	7	19	16	13	8	15	18	14	24	37	29	200
	Return / Unprocessed									1	24	23	48
	Transferred	1	2	2	2			1	1		2	1	12

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Unresolved											4	4
	Withdrawn				1					3	1		5
Programs Total		13	49	35	31	33	55	63	35	46	68	57	485
Records	Abandoned										1		1
	Non Grievable	93	89	168	105	72	132	56	35	45	1		796
	Released	39	104	143	57	41	72	49	12	9	20	8	554
	Resolved	100	273	256	78	97	86	97	57	57	66	21	1188
	Return / Unprocessed										23	20	43
	Transferred	8	17	21	9	5	12	4	2	3	2		83
	Unresolved											17	17
	Withdrawn		1	2		1	1	5	2				12
Records Total		240	484	590	249	216	303	211	108	114	113	66	2694
Recreation	Abandoned									3	4	3	10
	Non Grievable	87	101	87	53	72	87	101	57	58	3		706
	Released	5	2	10	6	5	5	2	4	1	1		41
	Resolved	92	57	55	35	35	27	52	35	27	51	31	497
	Return / Unprocessed									3	100	59	162
	Transferred	3	1	2		1	1						8
	Unresolved											3	3
	Withdrawn	5	4			1		4	2	4		1	21
Recreation Total		192	165	154	94	114	120	159	98	96	159	97	1448
Religion	Abandoned										3	1	4
	Non Grievable	44	46	35	27	38	64	49	48	41			392
	Released	4	4	2	1	1	3	3	3	1	1	2	25
	Resolved	64	52	28	34	36	40	36	23	30	38	16	397
	Return / Unprocessed									1	34	23	58
	Transferred	3	1	2	1	1		2	1	1	1		13
	Unresolved											1	1
	Withdrawn			1	1		1	4	2		1		10
Religion Total		115	103	68	64	76	108	94	77	74	78	43	900
Security	Abandoned										2		2
	Non Grievable	59	65	67	72	82	95	124	141	90			795
	Released	5	2	4	1	2	9	21	21	2	1		68
	Resolved	18	11	9	25	25	47	53	57	27	12	6	290
	Return / Unprocessed									1	19	12	32
	Transferred	1		1	1	2	1	4	2				12
	Withdrawn		1					7	7	2	2		19
Security Total		83	79	81	99	111	152	209	228	122	36	18	1218
Shakedown	Abandoned										16	5	21
	Non Grievable	49	80	50	25	56	78	39	48	27	5		457
	Released	2	3	2	1	1	2	3	2	1	3		20
	Resolved	48	89	19	13	35	51	78	56	65	103	41	598
	Return / Unprocessed									2	25	28	55

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
	Transferred		2			1	1	3	1	2			10
	Unresolved											11	11
	Withdrawn	1	6	1				18	6	8			40
Shakedown Total		100	180	72	39	93	132	141	113	105	152	85	1212
Staff Issues	Abandoned										20	5	25
	Non Grievable	747	626	771	854	741	756	957	1073	1000	45	1	7571
	Released	32	26	29	43	21	25	16	5	8	22	12	239
	Resolved	536	594	264	283	314	282	298	129	138	366	198	3402
	Return / Unprocessed									72	1176	393	1641
	Transferred	3	1	21	32	18	14	11	2	2	11	9	124
	Unresolved											25	25
	Withdrawn	39	23	13	3	7	10	17	6	2	7	5	132
Staff Issues Total		1357	1270	1098	1215	1101	1087	1299	1215	1222	1647	648	13159
Telephone	Abandoned									1	7		8
	Non Grievable	163	209	204	126	150	213	159	290	244	1		1759
	Released	2	23	22	25	18	9	19	12	11	12	4	157
	Resolved	96	116	80	109	104	169	164	157	95	128	131	1349
	Return / Unprocessed									10	233	106	349
	Transferred	2	3	6	8	5	6	3	2		1	2	38
	Unresolved											28	28
	Withdrawn	4	5	2		3		8	12	1		1	36
Telephone Total		267	356	314	268	280	397	353	473	362	382	272	3724
Threats Inmate on Inmate	Non Grievable	8	5	3	8	2	5	2	4	1			38
	Released	2			2	1			1		1		7
	Resolved	14	7	13	7	10	6	1	7	6	6	2	79
	Return / Unprocessed										2	2	4
	Transferred										1		1
	Withdrawn			1							1		2
Threats Inmate on Inmate Total		24	12	17	17	13	11	3	12	7	11	4	131
Treatment	Abandoned										6		6
	Non Grievable	19	21	16	20	54	70	35	17	38	2		292
	Released	1	4	2	4	9	2	2	1	3	4	1	33
	Resolved	29	31	19	15	51	17	9	10	59	92	26	358
	Return / Unprocessed									11	96	62	169
	Transferred		2	1	1	2				1	2	1	10
	Unresolved											5	5
	Withdrawn	1		1		2	1			1	3		9
Treatment Total		50	58	39	40	118	90	46	28	113	205	95	882
Use of Force	Non Grievable	4	8	1	1	1	5	5	6	3			34
	Released						1			1	1		3
	Resolved	1		2			1	5		1	3	4	17
	Return / Unprocessed										6	1	7
	Transferred											1	1

GrievanceType	Status	Year*											Grand Total
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	
Use of Force Total		5	8	3	1	1	7	10	6	5	10	6	62
Visiting	Abandoned										3	1	4
	Non Grievable	26	30	32	26	26	28	24	29	38			259
	Released	1		1	3	2		2		1	1		11
	Resolved	57	51	20	10	10	11	14	12	16	27	11	239
	Return / Unprocessed									1	34	9	44
	Transferred		1	1		1							3
	Unresolved											4	4
	Withdrawn	2	1	1	1			3					8
Visiting Total		86	83	55	40	39	39	43	41	56	65	25	572
Grand Total		9422	11484	11501	9889	11624	11326	11793	12546	13304	16273	7201	126363

*By Grievance Date

4. Length of time to reach resolutions, either individually or on average, by category if available

Average Length in Days	
Grievance	Average Days
Assault by Staff	18
Assault Inmate on Inmate	28
Central Supply	24
Classification	1
Commissary	33
Counselors	22
Disciplinary	0
Education	23
Food	29
Food Service	27
Free Issue	16
Gate Money	7
Grievance Process	7
Health Issue (Dental)	31
Health Issue (Medical)	44
Health Issue (Mental Health)	32
Hygiene/Sanitation	20
Inmate Accounts	33
Job Issues	16
Laundry/Clothing	19
Law Library	25
Legal Assistance	21
Lockdown	14
Mail	29
Maintenance	16
Medical Copay	39
Medical Staff	44
Miscellaneous	10
Personal Property	35
Policy	16
Programs	19
Records	12
Recreation	13
Religion	24
Security	11
Shakedown	21
Staff Issues	10
Telephone	15
Threats Inmate on Inmate	24
Treatment	21
Use of Force	10
Visiting	16