

Friday, February 21, 2014 3:11 PM

**INSTITUTION GRIEVANCES STATISTICS**1/1/2007 thru 12/31/2007  
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	5869
Total Number of Inmates who filed grievances during year	3135
Highest Number of grievances filed by single inmate	89
Grievances on hand at beginning of this period	6
Grievances Received during this period	5869
Total	5875
Grievances Completed during this period	5682
Grievances on hand at end of this period	193
Total	5875

**ICR SUMMARY**

Number of Informal Complaints Received	5561
Number of IC Responses Received	3585
Number of IC Responses Untimely	2362

**DISPOSITIONS**

	WHITE	BLACK	OTHER	TOTAL
<b>GRANTED (A)</b>				
GRANTED - Problem corrected	194	130	3	327
GRANTED - Problem noted, correction pending	348	253	6	607
GRANTED - Problem noted, report/recommendation to the Warden	76	106	2	184
<b>DENIED (B)</b>				
DENIED - No violation of rule, policy, or law	771	535	14	1320
DENIED - Staff action was a valid exercise of discretion	368	275	7	650
DENIED - Insufficient evidence to support claim	772	1004	17	1793
DENIED - False Claim	54	28	1	83
DENIED - Failure to use informal complaint procedure	75	67	0	142
DENIED - Not within the scope of the grievance procedure	185	202	3	390
DENIED - Not within the time limits	63	61	1	125
<b>WITHDRAWN (C)</b>				
Withdrawn at Inmate's Request	31	29	0	60
	<b>SUBTOTAL (A + B + C): 5681</b>			
<b>PENDING (D)</b>				
Pending Disposition	0	2	0	2
<b>TOTALS</b>	<b>WHITE</b>	<b>BLACK</b>	<b>OTHER</b>	<b>TOTAL</b>
	<b>2937</b>	<b>2692</b>	<b>54</b>	<b>5683</b>

**EXTENSIONS**

14-Day Extensions	1093
28-Day Extensions	234
TOTAL	1327



## INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED DENIED		INSTITUTIONAL OPERATIONS - Health Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance
43	122	Access / Delay in receiving medical care	2	4	Toilets
30	300	Improper / inadequate medical care	0	0	Sewers
26	153	Delay / denial of medication	11	9	Showers or sinks
0	12	Medical records	1	0	Water temperature
4	7	Eye glasses	5	10	Building temperature
2	4	Forced medical testing	2	0	Lighting
1	3	Medical transfer	4	7	Ventilation
2	3	Prosthetic device	0	0	Ceilings
24	132	Medical co-pay	0	1	Painting / repair
5	42	Medical restriction	1	3	Windows
14	33	Medical aide / device	0	0	Privacy screens
9	57	Disagree with diagnosis / treatment	6	14	Other
19	65	Other			
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Dental Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Food Service
17	45	Access / delay in receiving dental care	4	3	Food temperature
2	21	Improper / inadequate dental care	2	6	Food not properly prepared
7	18	Delay / denial of dentures	2	11	Poor quality
3	7	Dental co-pay	6	21	Deviation from menu
3	3	Other	6	11	Inadequate substitute
			0	6	Foreign object in food
			3	22	Food portions
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	6	12	Medical diet
0	12	Denial / inadequate treatment	3	9	Religious diet
0	0	Forced treatment	0	3	Unsanitary cooking conditions
0	0	RTU assignment	0	8	Denial
0	7	Psychiatric medication	8	35	Other
0	0	Psych co-pay	0	0	Meal Times
0	3	Mental Health files			
1	17	Other	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
			4	19	Clothing lost / not returned
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation	32	0	Clothing damaged
0	1	Fire safety measures	1	4	Improperly charged for damaged clothing
3	13	Dirty living quarters / work areas	0	2	Received soiled / damaged linen
1	3	Cleaning supplies	16	11	Denied exchange
0	1	Vermin	1	2	Does not fit
2	50	Unsafe living areas	1	0	Refusal to alter / repair clothing
15	30	Smoking / Non-smoking	5	14	Denied item
1	6	Unsafe work areas	10	12	Other
0	1	Unsafe work practices			
0	1	Handicapped facilities	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
2	7	Overcrowding	3	8	Charged for item not received
1	2	Air / water quality	0	12	Denied commissary privileges
7	17	Other	2	8	Inadequate selection
			0	0	Insufficient quantities
			1	9	Pricing
			2	0	Poor quality
			1	4	Exchange/refund

0	1	Warranty
1	28	Other

## INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
9	13	Funds lost / not posted	4	13	Recreation facilities / equipment
0	1	Funds improperly refused	1	2	Selection of activities
0	30	Account balance	2	4	Recreation hours
13	15	State pay	2	8	Selection of movies
7	56	Court ordered collection (AR 5120-5-03)	7	33	Other
6	21	Improper charge			
4	47	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	0	9	Prevented from worship
0	0	Electric co-pay	3	4	Religious materials
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	3	3	Services for particular faith
298	536	Lost, damaged, confiscated by staff	1	16	Other
12	88	Stolen or damaged by inmate	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
9	41	Denied permission to receive / possess	9	34	Delay / failure in delivery
25	38	Lost or damaged during transfer	3	23	Delay / failure in sending
10	22	Vendor issues	0	10	Publication screening
21	61	Other	6	36	Handling of legal mail
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	6	15	Handling of packages
5	8	Educational programs	6	22	Damaged or missing
1	8	Vocational programs	4	20	Denial
3	12	Other	8	17	Postage charges
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	8	38	Other
1	3	Denial of permission to start	GRANTED	DENIED	COMMUNICATIONS - Visiting
0	3	Staff interference	1	3	Visitor not approved / removed from list
4	5	Other	4	8	Visitor denied access
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	1	3	Visit cut short
3	22	Job assignment	0	1	Hours
6	37	Job removal	1	4	Rules
0	1	Preferential treatment	0	0	Special visit
1	4	Racial balance	4	17	Other
0	1	Evaluations	GRANTED	DENIED	COMMUNICATIONS - Telephone
4	11	Other	0	1	Inadequate access
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	1	Denial of phone privilege
3	17	Library materials	0	2	Other
2	12	Library hours	GRANTED	DENIED	ADMINISTRATION - Records
2	10	Other	1	3	Good time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services	0	1	Jail time credit
3	4	Recovery Services programs	0	2	Inaccurate calculation
0	1	Mandatory program placement	0	0	Release of information
1	3	Drug testing procedure	0	8	Earned credit
0	10	Other	1	16	Other

## INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
0	2	Law library hours	0	0	Inmate/Inmate
2	5	Legal reference materials	0	0	Staff/Inmate
0	8	Legal assistance	0	0	Other
1	2	Typewriters			
0	1	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
1	7	Copy service	0	1	Instrument overdue
0	2	Notary service	0	1	Instrument incorrect
0	7	Legal service in special management	0	0	Instrument overridden
0	5	Access to legal property	0	5	Procedural issues
0	17	Other	2	8	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
32	108	Unprofessional conduct	2	34	Transfer or denial
12	61	Abusive language	1	4	Other
4	20	Racial or ethnic slurs			
1	24	Conduct report for no reason	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
5	45	Intimidation / threats	3	36	Unit assignment
1	26	Retaliation for filing grievance	6	36	Cell / bed assignment
0	1	Retaliation for filing lawsuit	1	1	Racial bunching
4	24	Retaliation for voicing complaints	2	29	Other
1	15	Privacy violations			
11	173	Harassment	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
14	74	Other	0	3	Placement
			1	2	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	5	23	Privileges
20	71	Use of force with no report	6	25	Other
3	44	Reported use of force			
0	1	Use of force committee	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
1	3	Other	0	8	Placement
			0	2	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	0	Privileges
0	6	Programs	1	5	Other
1	6	Jobs			
1	2	Benefits			
0	10	Disciplinary action			
0	1	Transfer			
0	7	Housing/bed assignments			
2	19	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	
1	4	Access to staff	1118	4504	GRAND TOTAL
14	64	Failure to perform job duties			
4	31	Failure to respond to communication			
7	63	Failure to follow policies			
4	54	Other			