

Friday, February 21, 2014 3:11 PM

INSTITUTION GRIEVANCES STATISTICS

1/1/2008 thru 12/31/2008

ALL INSTITUTIONS

GRIEVANCE NUMBERS

Total Number of Grievances filed during year	6079
Total Number of Inmates who filed grievances during year	3331
Highest Number of grievances filed by single inmate	44
Grievances on hand at beginning of this period	193
Grievances Received during this period	6079
Total	6272
Grievances Completed during this period	6062
Grievances on hand at end of this period	210
Total	6272

ICR SUMMARY

Number of Informal Complaints Received	34095
Number of IC Responses Received	33043
Number of IC Responses Untimely	4918

DISPOSITIONS

GRANTED (A)	WHITE	BLACK	OTHER	TOTAL
GRANTED - Problem corrected	227	203	3	433
GRANTED - Problem noted, correction pending	223	177	8	408
GRANTED - Problem noted, report/recommendation to the Warden	126	125	1	252
DENIED (B)				
DENIED - No violation of rule, policy, or law	782	638	29	1449
DENIED - Staff action was a valid exercise of discretion	390	349	4	743
DENIED - Insufficient evidence to support claim	814	1020	21	1855
DENIED - False Claim	73	79	2	154
DENIED - Failure to use informal complaint procedure	86	79	3	168
DENIED - Not within the scope of the grievance procedure	204	188	7	399
DENIED - Not within the time limits	61	69	2	132
WITHDRAWN (C)				
Withdrawn at Inmate's Request	45	18	2	65
	SUBTOTAL (A + B + C): 6058			
PENDING (D)				
Pending Disposition	0	1	0	1
TOTALS	WHITE	BLACK	OTHER	TOTAL
	3031	2946	82	6059

EXTENSIONS

14-Day Extensions	1270
28-Day Extensions	268
TOTAL	1538

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED DENIED		INSTITUTIONAL OPERATIONS - Health Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance
27	153	Access / Delay in receiving medical care	3	1	Toilets
14	288	Improper / inadequate medical care	0	0	Sewers
27	203	Delay / denial of medication	4	10	Showers or sinks
3	15	Medical records	4	6	Water temperature
3	11	Eye glasses	4	4	Building temperature
0	4	Forced medical testing	2	2	Lighting
0	4	Medical transfer	4	4	Ventilation
1	4	Prosthetic device	1	0	Ceilings
24	85	Medical co-pay	0	0	Painting / repair
5	28	Medical restriction	1	0	Windows
10	34	Medical aide / device	0	0	Privacy screens
6	89	Disagree with diagnosis / treatment	5	19	Other
15	70	Other			
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Dental Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Food Service
17	44	Access / delay in receiving dental care	0	3	Food temperature
4	29	Improper / inadequate dental care	1	6	Food not properly prepared
6	16	Delay / denial of dentures	2	9	Poor quality
0	0	Dental co-pay	6	19	Deviation from menu
1	2	Other	4	14	Inadequate substitute
			1	1	Foreign object in food
			4	37	Food portions
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	3	21	Medical diet
0	17	Denial / inadequate treatment	2	15	Religious diet
0	1	Forced treatment	2	7	Unsanitary cooking conditions
0	5	RTU assignment	1	10	Denial
0	9	Psychiatric medication	9	36	Other
0	0	Psych co-pay	0	0	Meal Times
1	2	Mental Health files			
3	9	Other	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
			12	11	Clothing lost / not returned
			2	1	Clothing damaged
			1	2	Improperly charged for damaged clothing
			2	2	Received soiled / damaged linen
			4	15	Denied exchange
			2	5	Does not fit
			0	1	Refusal to alter / repair clothing
			10	14	Denied item
			7	7	Other
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
0	7	Fire safety measures	3	4	Charged for item not received
1	15	Dirty living quarters / work areas	4	5	Denied commissary privileges
2	8	Cleaning supplies	4	6	Inadequate selection
1	0	Vermin	0	1	Insufficient quantities
1	16	Unsafe living areas	0	34	Pricing
4	22	Smoking / Non-smoking	0	34	Pricing
0	2	Unsafe work areas	1	2	Poor quality
2	10	Unsafe work practices	2	1	Exchange/refund
3	3	Handicapped facilities			
0	1	Overcrowding			
1	14	Air / water quality			
6	82	Other			

0	1	Warranty
6	11	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
9	23	Funds lost / not posted	3	12	Recreation facilities / equipment
0	7	Funds improperly refused	0	3	Selection of activities
5	27	Account balance	3	10	Recreation hours
6	32	State pay	5	14	Selection of movies
7	88	Court ordered collection (AR 5120-5-03)	8	38	Other
10	17	Improper charge			
8	29	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	3	10	Prevented from worship
0	0	Electric co-pay	1	7	Religious materials
			0	7	Services for particular faith
			2	26	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
346	536	Lost, damaged, confiscated by staff	13	31	Delay / failure in delivery
31	138	Stolen or damaged by inmate	1	9	Delay / failure in sending
8	35	Denied permission to receive / possess	3	9	Publication screening
33	49	Lost or damaged during transfer	5	17	Handling of legal mail
5	3	Vendor issues	3	9	Handling of packages
12	27	Other	8	11	Damaged or missing
			8	24	Denial
			5	11	Postage charges
			8	20	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	GRANTED	DENIED	COMMUNICATIONS - Visiting
1	6	Educational programs	1	4	Visitor not approved / removed from list
0	7	Vocational programs	1	6	Visitor denied access
0	10	Other	0	4	Visit cut short
			0	0	Hours
			0	5	Rules
			0	0	Special visit
			1	16	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	1	Denial of permission to start	0	3	Inadequate access
0	3	Staff interference	1	1	Denial of phone privilege
0	5	Other	0	3	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	GRANTED	DENIED	ADMINISTRATION - Records
3	18	Job assignment	1	5	Good time credit
6	20	Job removal	0	2	Jail time credit
1	3	Preferential treatment	0	1	Inaccurate calculation
0	1	Racial balance	1	0	Release of information
0	0	Evaluations	1	10	Earned credit
3	11	Other	1	4	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library			
6	13	Library materials			
0	12	Library hours			
3	16	Other			
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services			
0	6	Recovery Services programs			
0	6	Mandatory program placement			
1	7	Drug testing procedure			
0	6	Other			

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
0	6	Law library hours	0	0	Inmate/Inmate
1	18	Legal reference materials	0	0	Staff/Inmate
0	7	Legal assistance	0	0	Other
1	3	Typewriters			
0	1	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	13	Copy service	0	0	Instrument overdue
0	2	Notary service	0	1	Instrument incorrect
0	6	Legal service in special management	0	1	Instrument overridden
1	4	Access to legal property	1	3	Procedural issues
4	15	Other	0	12	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
30	215	Unprofessional conduct	1	38	Transfer or denial
11	68	Abusive language	2	5	Other
2	28	Racial or ethnic slurs	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
0	21	Conduct report for no reason	1	28	Unit assignment
7	69	Intimidation / threats	3	43	Cell / bed assignment
3	38	Retaliation for filing grievance	0	0	Racial bunching
0	1	Retaliation for filing lawsuit	1	16	Other
6	31	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
0	17	Privacy violations	1	4	Placement
13	156	Harassment	0	2	Release
11	72	Other	2	11	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	1	12	Other
22	112	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
6	57	Reported use of force	1	7	Placement
1	2	Use of force committee	0	3	Release
3	10	Other	1	1	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	5	Other
0	6	Programs			
0	4	Jobs			
0	6	Benefits			
0	10	Disciplinary action			
0	0	Transfer			
1	7	Housing/bed assignments			
2	27	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
0	9	Access to staff	1095	4902	
16	98	Failure to perform job duties			
6	35	Failure to respond to communication			
18	74	Failure to follow policies			
5	47	Other			