

Friday, February 21, 2014 3:10 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2009 thru 12/31/2009
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	6047
Total Number of Inmates who filed grievances during year	3266
Highest Number of grievances filed by single inmate	79
Grievances on hand at beginning of this period	210
Grievances Received during this period	6047
Total	6257
Grievances Completed during this period	5942
Grievances on hand at end of this period	315
Total	6257

ICR SUMMARY

Number of Informal Complaints Received	32491
Number of IC Responses Received	31535
Number of IC Responses Untimely	4422

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	286	228	6	520
GRANTED - Problem noted, correction pending	228	175	3	406
GRANTED - Problem noted, report/recommendation to the Warden	95	109	2	206
DENIED (B)				
DENIED - No violation of rule, policy, or law	763	564	9	1336
DENIED - Staff action was a valid exercise of discretion	419	323	1	743
DENIED - Insufficient evidence to support claim	818	859	18	1695
DENIED - False Claim	94	139	1	234
DENIED - Failure to use informal complaint procedure	75	101	0	176
DENIED - Not within the scope of the grievance procedure	189	181	4	374
DENIED - Not within the time limits	71	76	3	150
WITHDRAWN (C)				
Withdrawn at Inmate's Request	65	35	1	101
SUBTOTAL (A + B + C): 5941				
PENDING (D)				
Pending Disposition	0	0	0	0
TOTALS				
	WHITE	BLACK	OTHER	TOTAL
	3103	2790	48	5941

EXTENSIONS

14-Day Extensions	1134
28-Day Extensions	236
TOTAL	1370

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Health Care		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance	
32	198	Access / Delay in receiving medical care	3	3	Toilets						
30	296	Improper / inadequate medical care	0	0	Sewers						
26	220	Delay / denial of medication	3	5	Showers or sinks						
3	15	Medical records	2	4	Water temperature						
10	10	Eye glasses	3	3	Building temperature						
0	1	Forced medical testing	1	4	Lighting						
0	5	Medical transfer	4	3	Ventilation						
1	2	Prosthetic device	0	0	Ceilings						
16	85	Medical co-pay	0	0	Painting / repair						
2	19	Medical restriction	1	1	Windows						
16	35	Medical aide / device	0	0	Privacy screens						
4	99	Disagree with diagnosis / treatment	5	11	Other						
8	84	Other									
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Dental Care		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Food Service	
5	23	Access / delay in receiving dental care	1	8	Food temperature						
0	24	Improper / inadequate dental care	2	5	Food not properly prepared						
5	24	Delay / denial of dentures	1	12	Poor quality						
0	0	Dental co-pay	9	33	Deviation from menu						
3	6	Other	5	9	Inadequate substitute						
			1	4	Foreign object in food						
			3	44	Food portions						
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)	
1	7	Denial / inadequate treatment	2	21	Medical diet						
0	3	Forced treatment	2	19	Religious diet						
0	0	RTU assignment	3	9	Unsanitary cooking conditions						
0	7	Psychiatric medication	2	5	Denial						
0	0	Psych co-pay	20	65	Other						
0	0	Mental Health files	0	0	Meal Times						
1	6	Other									
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Commissary	
2	2	Fire safety measures	10	21	Clothing lost / not returned						
3	7	Dirty living quarters / work areas	0	3	Clothing damaged						
0	11	Cleaning supplies	3	6	Improperly charged for damaged clothing						
0	3	Vermin	0	2	Received soiled / damaged linen						
3	4	Unsafe living areas	6	10	Denied exchange						
2	4	Smoking / Non-smoking	1	3	Does not fit						
0	1	Unsafe work areas	1	0	Refusal to alter / repair clothing						
1	7	Unsafe work practices	9	19	Denied item						
0	4	Handicapped facilities	4	14	Other						
0	1	Overcrowding									
2	1	Air / water quality									
10	23	Other									
			7	6	Charged for item not received						
			0	12	Denied commissary privileges						
			0	4	Inadequate selection						
			0	2	Insufficient quantities						
			0	9	Pricing						
			1	3	Poor quality						
			1	3	Exchange/refund						

0	0	Warranty
4	11	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
5	14	Funds lost / not posted	0	7	Recreation facilities / equipment
1	3	Funds improperly refused	0	1	Selection of activities
4	21	Account balance	1	5	Recreation hours
11	13	State pay	0	5	Selection of movies
3	35	Court ordered collection (AR 5120-5-03)	5	34	Other
9	22	Improper charge			
11	19	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	1	14	Prevented from worship
0	0	Electric co-pay	3	17	Religious materials
			0	9	Services for particular faith
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	2	31	Other
360	523	Lost, damaged, confiscated by staff	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
33	198	Stolen or damaged by inmate	10	37	Delay / failure in delivery
20	34	Denied permission to receive / possess	3	13	Delay / failure in sending
26	49	Lost or damaged during transfer	1	9	Publication screening
1	6	Vendor issues	9	36	Handling of legal mail
15	47	Other	4	3	Handling of packages
			3	11	Damaged or missing
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	2	16	Denial
1	9	Educational programs	3	14	Postage charges
3	2	Vocational programs	2	10	Other
0	14	Other	GRANTED	DENIED	COMMUNICATIONS - Visiting
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	0	8	Visitor not approved / removed from list
0	0	Denial of permission to start	0	12	Visitor denied access
1	1	Staff interference	1	4	Visit cut short
0	7	Other	1	0	Hours
			0	1	Rules
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	0	0	Special visit
0	12	Job assignment	4	7	Other
8	31	Job removal	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	2	Preferential treatment	0	1	Inadequate access
0	2	Racial balance	0	0	Denial of phone privilege
0	2	Evaluations	0	2	Other
5	18	Other	GRANTED	DENIED	ADMINISTRATION - Records
			0	5	Good time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	0	Jail time credit
5	20	Library materials	0	1	Inaccurate calculation
0	16	Library hours	0	7	Release of information
2	12	Other	2	15	Earned credit
			0	3	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services			
0	5	Recovery Services programs			
0	0	Mandatory program placement			
0	2	Drug testing procedure			
0	1	Other			

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
1	3	Law library hours	0	0	Inmate/Inmate
0	6	Legal reference materials	0	0	Staff/Inmate
0	1	Legal assistance	0	0	Other
0	3	Typewriters			
1	4	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	6	Copy service	0	0	Instrument overdue
0	1	Notary service	0	1	Instrument Incorrect
1	2	Legal service in special management	0	0	Instrument overridden
0	5	Access to legal property	0	3	Procedural issues
2	22	Other	1	7	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
32	171	Unprofessional conduct	4	27	Transfer or denial
15	62	Abusive language	0	1	Other
9	24	Racial or ethnic slurs	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
1	28	Conduct report for no reason	3	21	Unit assignment
10	73	Intimidation / threats	7	29	Cell / bed assignment
5	37	Retaliation for filing grievance	2	0	Racial bunching
0	1	Retaliation for filing lawsuit	4	23	Other
0	33	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
1	15	Privacy violations	0	4	Placement
28	164	Harassment	0	0	Release
13	87	Other	4	6	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	7	3	Other
28	113	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
4	82	Reported use of force	0	5	Placement
0	3	Use of force committee	0	1	Release
0	9	Other	0	0	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	4	2	Other
1	4	Programs			
2	4	Jobs			
0	2	Benefits			
0	6	Disciplinary action			
0	0	Transfer			
0	4	Housing/bed assignments			
4	20	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
1	1	Access to staff	1133	4708	
14	90	Failure to perform job duties			
14	40	Failure to respond to communication			
11	64	Failure to follow policies			
3	55	Other			