

Friday, February 21, 2014 3:08 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2010 thru 12/31/2010
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	6108
Total Number of Inmates who filed grievances during year	3276
Highest Number of grievances filed by single inmate	58
Grievances on hand at beginning of this period	315
Grievances Received during this period	6108
Total	6423
Grievances Completed during this period	6157
Grievances on hand at end of this period	266
Total	6423

ICR SUMMARY

Number of Informal Complaints Received	34437
Number of IC Responses Received	32922
Number of IC Responses Untimely	5392

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	240	225	5	470
GRANTED - Problem noted, correction pending	164	152	4	320
GRANTED - Problem noted, report/recommendation to the Warden	106	97	4	207
DENIED (B)				
DENIED - No violation of rule, policy, or law	892	688	25	1605
DENIED - Staff action was a valid exercise of discretion	457	333	8	798
DENIED - Insufficient evidence to support claim	806	922	46	1774
DENIED - False Claim	65	105	2	172
DENIED - Failure to use informal complaint procedure	53	85	1	139
DENIED - Not within the scope of the grievance procedure	158	211	3	372
DENIED - Not within the time limits	76	105	11	192
WITHDRAWN (C)				
Withdrawn at Inmate's Request	61	42	3	106
	SUBTOTAL (A + B + C): 6155			
PENDING (D)				
Pending Disposition	0	0	0	0
TOTALS	WHITE	BLACK	OTHER	TOTAL
	3078	2965	112	6155

EXTENSIONS

14-Day Extensions	1239
28-Day Extensions	207
TOTAL	1446

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED DENIED		INSTITUTIONAL OPERATIONS - Health Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance
25	220	Access / Delay in receiving medical care	7	4	Toilets
16	383	Improper / inadequate medical care	1	0	Sewers
25	298	Delay / denial of medication	4	5	Showers or sinks
2	13	Medical records	6	4	Water temperature
6	18	Eye glasses	4	2	Building temperature
1	3	Forced medical testing	1	2	Lighting
0	0	Medical transfer	2	4	Ventilation
0	3	Prosthetic device	1	0	Ceilings
24	94	Medical co-pay	0	0	Painting / repair
5	41	Medical restriction	0	0	Windows
13	59	Medical aide / device	0	1	Privacy screens
5	159	Disagree with diagnosis / treatment	3	14	Other
7	58	Other			
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Dental Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Food Service
5	23	Access / delay in receiving dental care	4	10	Food temperature
1	19	Improper / inadequate dental care	0	3	Food not properly prepared
4	18	Delay / denial of dentures	0	6	Poor quality
1	1	Dental co-pay	2	23	Deviation from menu
1	3	Other	4	9	Inadequate substitute
			0	3	Foreign object in food
			0	27	Food portions
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	6	15	Medical diet
1	22	Denial / inadequate treatment	1	22	Religious diet
0	2	Forced treatment	2	5	Unsanitary cooking conditions
0	0	RTU assignment	2	11	Denial
0	10	Psychiatric medication	3	34	Other
0	0	Psych co-pay	0	0	Meal Times
0	4	Mental Health files			
0	9	Other	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
			4	18	Clothing lost / not returned
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation	1	0	Clothing damaged
1	1	Fire safety measures	1	1	Improperly charged for damaged clothing
0	7	Dirty living quarters / work areas	1	4	Received soiled / damaged linen
1	8	Cleaning supplies	5	7	Denied exchange
1	2	Vermin	0	2	Does not fit
0	11	Unsafe living areas	0	0	Refusal to alter / repair clothing
0	1	Smoking / Non-smoking	2	16	Denied item
0	2	Unsafe work areas	5	10	Other
1	6	Unsafe work practices	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
1	1	Handicapped facilities	5	5	Charged for item not received
0	2	Overcrowding	2	10	Denied commissary privileges
0	2	Air / water quality	5	3	Inadequate selection
3	16	Other	0	2	Insufficient quantities
			0	5	Pricing
			0	3	Poor quality
			2	6	Exchange/refund

0	0	Warranty
5	17	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
5	19	Funds lost / not posted	0	7	Recreation facilities / equipment
1	5	Funds improperly refused	0	1	Selection of activities
6	14	Account balance	1	14	Recreation hours
5	27	State pay	0	2	Selection of movies
6	40	Court ordered collection (AR 5120-5-03)	3	31	Other
16	20	Improper charge			
6	30	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	1	10	Prevented from worship
0	0	Electric co-pay	1	12	Religious materials
			2	10	Services for particular faith
			3	19	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
361	536	Lost, damaged, confiscated by staff	10	60	Delay / failure in delivery
46	186	Stolen or damaged by inmate	3	21	Delay / failure in sending
6	36	Denied permission to receive / possess	2	15	Publication screening
16	47	Lost or damaged during transfer	3	34	Handling of legal mail
1	3	Vendor issues	5	9	Handling of packages
20	25	Other	8	8	Damaged or missing
			2	19	Denial
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	4	6	Postage charges
0	15	Educational programs	3	9	Other
0	7	Vocational programs			
1	1	Other	GRANTED	DENIED	COMMUNICATIONS - Visiting
			0	13	Visitor not approved / removed from list
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	1	13	Visitor denied access
0	0	Denial of permission to start	1	3	Visit cut short
0	2	Staff interference	1	2	Hours
3	10	Other	0	6	Rules
			0	1	Special visit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	1	5	Other
2	6	Job assignment	GRANTED	DENIED	COMMUNICATIONS - Telephone
1	24	Job removal	0	1	Inadequate access
0	5	Preferential treatment	0	0	Denial of phone privilege
0	0	Racial balance	0	4	Other
0	0	Evaluations			
2	15	Other	GRANTED	DENIED	ADMINISTRATION - Records
			1	4	Good time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	1	Jail time credit
6	18	Library materials	0	1	Inaccurate calculation
1	14	Library hours	0	2	Release of information
1	16	Other	1	8	Earned credit
			4	5	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services			
1	2	Recovery Services programs			
0	1	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	7	Law library hours	0	0	Inmate/Inmate
1	3	Legal reference materials	0	0	Staff/Inmate
0	8	Legal assistance	0	0	Other
0	5	Typewriters			
1	2	Legal kit			
0	5	Copy service	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	3	Notary service	0	0	Instrument overdue
0	2	Legal service in special management	0	1	Instrument incorrect
1	4	Access to legal property	0	0	Instrument overridden
0	11	Other	2	0	Procedural issues
			0	6	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
16	156	Unprofessional conduct	0	27	Transfer or denial
10	62	Abusive language	1	36	Other
2	30	Racial or ethnic slurs			
1	30	Conduct report for no reason	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
8	74	Intimidation / threats	2	19	Unit assignment
3	38	Retaliation for filing grievance	7	30	Cell / bed assignment
0	4	Retaliation for filing lawsuit	0	2	Racial bunching
4	32	Retaliation for voicing complaints	1	25	Other
1	10	Privacy violations			
13	160	Harassment	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
4	70	Other	0	12	Placement
			1	0	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	6	21	Privileges
15	151	Use of force with no report	3	20	Other
3	80	Reported use of force			
1	2	Use of force committee	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
1	8	Other	1	3	Placement
			0	1	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	0	Privileges
0	2	Programs	3	2	Other
0	3	Jobs			
0	2	Benefits			
0	5	Disciplinary action			
0	0	Transfer			
0	5	Housing/bed assignments			
2	24	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	
0	3	Access to staff	997	5052	GRAND TOTAL
27	126	Failure to perform job duties			
25	39	Failure to respond to communication			
6	70	Failure to follow policies			
4	69	Other			