

Friday, February 21, 2014 3:05 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2012 thru 12/31/2012
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	6255
Total Number of Inmates who filed grievances during year	3183
Highest Number of grievances filed by single inmate	85
Grievances on hand at beginning of this period	235
Grievances Received during this period	6255
Total	6490
Grievances Completed during this period	6243
Grievances on hand at end of this period	247
Total	6490

ICR SUMMARY

Number of Informal Complaints Received	40074
Number of IC Responses Received	38974
Number of IC Responses Untimely	5441

DISPOSITIONS

GRANTED (A)	WHITE	BLACK	OTHER	TOTAL
GRANTED - Problem corrected	234	215	5	454
GRANTED - Problem noted, correction pending	152	136	2	290
GRANTED - Problem noted, report/recommendation to the Warden	115	88	2	205
DENIED (B)				
DENIED - No violation of rule, policy, or law	869	836	23	1728
DENIED - Staff action was a valid exercise of discretion	379	386	11	776
DENIED - Insufficient evidence to support claim	730	986	30	1746
DENIED - False Claim	45	117	2	164
DENIED - Failure to use informal complaint procedure	52	71	1	124
DENIED - Not within the scope of the grievance procedure	191	270	7	468
DENIED - Not within the time limits	78	86	1	165
WITHDRAWN (C)				
Withdrawn at Inmate's Request	70	51	1	122
SUBTOTAL (A + B + C): 6242				
PENDING (D)				
Pending Disposition	0	1	0	1
TOTALS	WHITE	BLACK	OTHER	TOTAL
	2915	3243	85	6243

EXTENSIONS

14-Day Extensions	1702
28-Day Extensions	268
TOTAL	1970

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Health Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Facilities Maintenance
20	147	Access / Delay in receiving medical care	1	2	Toilets
13	370	Improper / inadequate medical care	0	0	Sewers
31	207	Delay / denial of medication	1	1	Showers or sinks
5	22	Medical records	1	1	Water temperature
2	16	Eye glasses	0	6	Building temperature
0	5	Forced medical testing	0	0	Lighting
0	2	Medical transfer	1	6	Ventilation
1	2	Prosthetic device	0	1	Ceilings
10	71	Medical co-pay	1	1	Painting / repair
5	39	Medical restriction	0	0	Windows
6	23	Medical aide / device	0	0	Privacy screens
7	166	Disagree with diagnosis / treatment	3	8	Other
4	69	Other			
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Dental Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Food Service
4	9	Access / delay in receiving dental care	1	7	Food temperature
1	24	Improper / inadequate dental care	1	11	Food not properly prepared
2	12	Delay / denial of dentures	4	15	Poor quality
0	2	Dental co-pay	7	19	Deviation from menu
0	1	Other	7	33	Inadequate substitute
			0	6	Foreign object in food
			5	35	Food portions
			7	17	Medical diet
			10	32	Religious diet
			1	6	Unsanitary cooking conditions
			2	22	Denial
			12	30	Other
			0	0	Meal Times
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
0	21	Denial / inadequate treatment	5	6	Clothing lost / not returned
0	2	Forced treatment	4	1	Clothing damaged
0	1	RTU assignment	0	6	Improperly charged for damaged clothing
2	12	Psychiatric medication	1	0	Received soiled / damaged linen
0	0	Psych co-pay	6	17	Denied exchange
0	2	Mental Health files	0	1	Does not fit
0	7	Other	0	0	Refusal to alter / repair clothing
			9	11	Denied item
			0	13	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Safety and Sanitation	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Commissary
0	5	Fire safety measures	7	7	Charged for item not received
0	7	Dirty living quarters / work areas	1	7	Denied commissary privileges
3	8	Cleaning supplies	2	8	Inadequate selection
3	3	Vermin	2	1	Insufficient quantities
1	4	Unsafe living areas	0	18	Pricing
0	0	Smoking / Non-smoking	1	4	Poor quality
0	4	Unsafe work areas	2	2	Exchange/refund
2	7	Unsafe work practices			
0	0	Handicapped facilities			
0	2	Overcrowding			
1	6	Air / water quality			
4	13	Other			

0	0	Warranty
5	13	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
2	15	Funds lost / not posted	0	10	Recreation facilities / equipment
0	10	Funds improperly refused	0	2	Selection of activities
0	18	Account balance	2	6	Recreation hours
6	14	State pay	1	5	Selection of movies
1	36	Court ordered collection (AR 5120-5-03)	3	13	Other
15	27	Improper charge			
5	26	Other			
0	0	Indigency Determination	4	17	Prevented from worship
0	0	Electric co-pay	1	11	Religious materials
			4	6	Services for particular faith
			1	26	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
307	575	Lost, damaged, confiscated by staff			
31	181	Stolen or damaged by inmate			
9	44	Denied permission to receive / possess	20	78	Delay / failure in delivery
21	41	Lost or damaged during transfer	3	24	Delay / failure in sending
3	3	Vendor issues	2	9	Publication screening
5	31	Other	17	53	Handling of legal mail
			5	4	Handling of packages
			4	26	Damaged or missing
			7	44	Denial
			6	17	Postage charges
			8	16	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
0	8	Educational programs			
2	2	Vocational programs			
0	10	Other			
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	GRANTED	DENIED	COMMUNICATIONS - Visiting
0	2	Denial of permission to start	0	3	Visitor not approved / removed from list
0	3	Staff interference	1	6	Visitor denied access
6	14	Other	0	4	Visit cut short
			0	0	Hours
			3	5	Rules
			0	0	Special visit
			1	6	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	GRANTED	DENIED	COMMUNICATIONS - Telephone
3	11	Job assignment	0	0	Inadequate access
4	23	Job removal	0	1	Denial of phone privilege
0	1	Preferential treatment	0	7	Other
0	0	Racial balance			
0	0	Evaluations			
0	2	Other			
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	GRANTED	DENIED	ADMINISTRATION - Records
7	34	Library materials	2	2	Good time credit
2	23	Library hours	0	0	Jail time credit
4	16	Other	0	1	Inaccurate calculation
			0	4	Release of information
			3	11	Earned credit
			0	4	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services			
1	2	Recovery Services programs			
0	0	Mandatory program placement			
0	0	Drug testing procedure			
4	4	Other			

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
4	24	Law library hours	0	0	Inmate/Inmate
2	11	Legal reference materials	0	0	Staff/Inmate
2	2	Legal assistance	0	0	Other
0	8	Typewriters			
0	0	Legal kit			
2	10	Copy service			
0	0	Notary service	1	8	CUSTODY AND HOUSING STATUS - Security Classification
1	20	Legal service in special management	1	3	Instrument overdue
0	2	Access to legal property	0	1	Instrument incorrect
0	8	Other	0	27	Instrument overridden
			0	27	Procedural issues
			2	14	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
23	226	Unprofessional conduct	2	34	Transfer or denial
5	37	Abusive language	0	7	Other
3	21	Racial or ethnic slurs			
3	19	Conduct report for no reason			
6	51	Intimidation / threats			
0	38	Retaliation for filing grievance	4	29	CUSTODY AND HOUSING STATUS - Housing Assignment
0	2	Retaliation for filing lawsuit	3	29	Unit assignment
2	31	Retaliation for voicing complaints	0	0	Cell / bed assignment
2	9	Privacy violations	0	0	Racial bunching
7	130	Harassment	1	11	Other
4	71	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
8	134	Use of force with no report	1	8	Placement
3	104	Reported use of force	0	4	Release
0	1	Use of force committee	8	32	Privileges
0	7	Other	2	12	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
1	6	Programs	1	11	Placement
1	6	Jobs	0	0	Release
2	19	Benefits	0	1	Privileges
1	20	Disciplinary action	0	2	Other
0	2	Transfer			
1	4	Housing/bed assignments			
0	21	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
2	4	Access to staff	949	5171	
33	178	Failure to perform job duties			
12	50	Failure to respond to communication			
12	95	Failure to follow policies			
3	22	Other			