

Friday, February 21, 2014 2:51 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2013 thru 12/31/2013
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	6299
Total Number of Inmates who filed grievances during year	3120
Highest Number of grievances filed by single inmate	42
Grievances on hand at beginning of this period	247
Grievances Received during this period	6299
Total	6546
Grievances Completed during this period	6315
Grievances on hand at end of this period	231
Total	6546

ICR SUMMARY

Number of Informal Complaints Received	40957
Number of IC Responses Received	39868
Number of IC Responses Untimely	5138

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	230	197	4	431
GRANTED - Problem noted, correction pending	151	90	1	242
GRANTED - Problem noted, report/recommendation to the Warden	99	111	2	212
DENIED (B)				
DENIED - No violation of rule, policy, or law	1018	922	29	1969
DENIED - Staff action was a valid exercise of discretion	334	272	10	616
DENIED - Insufficient evidence to support claim	751	870	31	1652
DENIED - False Claim	43	121	2	166
DENIED - Failure to use informal complaint procedure	76	110	2	188
DENIED - Not within the scope of the grievance procedure	226	302	7	535
DENIED - Not within the time limits	59	118	1	178
WITHDRAWN (C)				
Withdrawn at Inmate's Request	66	57	0	123
	SUBTOTAL (A + B + C): 6312			
PENDING (D)				
Pending Disposition	12	9	0	21
TOTALS	WHITE	BLACK	OTHER	TOTAL
	3065	3179	89	6333

EXTENSIONS

14-Day Extensions	1388
28-Day Extensions	279
TOTAL	1667

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Health Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Facilities Maintenance
19	126	Access / Delay in receiving medical care	0	1	Toilets
13	422	Improper / inadequate medical care	0	0	Sewers
27	216	Delay / denial of medication	2	5	Showers or sinks
3	26	Medical records	4	6	Water temperature
2	14	Eye glasses	2	10	Building temperature
0	0	Forced medical testing	0	2	Lighting
0	3	Medical transfer	1	5	Ventilation
0	2	Prosthetic device	0	0	Ceilings
11	71	Medical co-pay	0	0	Painting / repair
4	39	Medical restriction	0	1	Windows
5	29	Medical aide / device	0	0	Privacy screens
6	109	Disagree with diagnosis / treatment	2	7	Other
5	59	Other			
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Dental Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Food Service
1	15	Access / delay in receiving dental care	3	5	Food temperature
1	15	Improper / inadequate dental care	1	6	Food not properly prepared
0	20	Delay / denial of dentures	8	7	Poor quality
0	0	Dental co-pay	7	22	Deviation from menu
1	1	Other	7	22	Inadequate substitute
			1	4	Foreign object in food
			7	38	Food portions
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	4	38	Medical diet
4	28	Denial / inadequate treatment	3	53	Religious diet
0	2	Forced treatment	3	13	Unsanitary cooking conditions
0	1	RTU assignment	1	20	Denial
0	23	Psychiatric medication	4	30	Other
0	0	Psych co-pay	2	1	Meal Times
0	0	Mental Health files			
1	14	Other	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
			10	21	Clothing lost / not returned
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Safety and Sanitation	1	0	Clothing damaged
1	4	Fire safety measures	1	7	Improperly charged for damaged clothing
2	9	Dirty living quarters / work areas	2	2	Received soiled / damaged linen
3	4	Cleaning supplies	2	9	Denied exchange
1	0	Vermin	3	0	Does not fit
1	11	Unsafe living areas	0	0	Refusal to alter / repair clothing
0	0	Smoking / Non-smoking	9	10	Denied item
0	0	Unsafe work areas	5	3	Other
1	5	Unsafe work practices	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Commissary
0	4	Handicapped facilities	11	7	Charged for item not received
0	2	Overcrowding	1	8	Denied commissary privileges
0	4	Air / water quality	0	9	Inadequate selection
1	12	Other	0	2	Insufficient quantities
			0	4	Pricing
			1	4	Poor quality
			2	2	Exchange/refund

0	0	Warranty
2	13	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
7	11	Funds lost / not posted	4	6	Recreation facilities / equipment
1	2	Funds improperly refused	0	5	Selection of activities
0	12	Account balance	3	19	Recreation hours
7	22	State pay	1	3	Selection of movies
3	35	Court ordered collection (AR 5120-5-03)	0	18	Other
9	34	Improper charge			
4	22	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	8	Indigency Determination	5	19	Prevented from worship
1	2	Electric co-pay	0	14	Religious materials
			1	23	Services for particular faith
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	3	21	Other
248	557	Lost, damaged, confiscated by staff	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
25	152	Stolen or damaged by inmate	11	47	Delay / failure in delivery
6	34	Denied permission to receive / possess	1	23	Delay / failure in sending
19	46	Lost or damaged during transfer	0	9	Publication screening
2	7	Vendor issues	15	40	Handling of legal mail
14	25	Other	7	7	Handling of packages
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	7	28	Damaged or missing
4	13	Educational programs	9	43	Denial
0	3	Vocational programs	6	8	Postage charges
2	6	Other	6	28	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	GRANTED	DENIED	COMMUNICATIONS - Visiting
0	4	Denial of permission to start	0	11	Visitor not approved / removed from list
0	4	Staff interference	0	8	Visitor denied access
3	6	Other	0	4	Visit cut short
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	0	0	Hours
0	9	Job assignment	0	3	Rules
2	26	Job removal	0	2	Special visit
0	4	Preferential treatment	3	8	Other
0	1	Racial balance	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	1	Evaluations	1	6	Inadequate access
0	4	Other	0	0	Denial of phone privilege
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	3	Other
2	6	Library materials	GRANTED	DENIED	ADMINISTRATION - Records
8	38	Library hours	0	5	Good time credit
4	18	Other	0	0	Jail time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services	0	1	Inaccurate calculation
0	6	Recovery Services programs	0	7	Release of information
0	1	Mandatory program placement	0	5	Earned credit
1	18	Drug testing procedure	1	5	Other
0	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	18	Law library hours	0	1	Inmate/Inmate
3	6	Legal reference materials	1	10	Staff/Inmate
0	5	Legal assistance	0	0	Other
0	0	Typewriters			
1	4	Legal kit			
0	7	Copy service	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	5	Notary service	0	3	Instrument overdue
2	16	Legal service in special management	0	3	Instrument incorrect
7	5	Access to legal property	0	2	Instrument overridden
3	19	Other	0	13	Procedural issues
			0	13	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
21	235	Unprofessional conduct	3	31	Transfer or denial
5	53	Abusive language	0	6	Other
1	26	Racial or ethnic slurs			
2	34	Conduct report for no reason	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
5	79	Intimidation / threats	4	39	Unit assignment
2	23	Retaliation for filing grievance	6	25	Cell / bed assignment
0	3	Retaliation for filing lawsuit	0	0	Racial bunching
2	38	Retaliation for voicing complaints	0	22	Other
3	19	Privacy violations			
8	164	Harassment	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
4	52	Other	0	8	Placement
			0	4	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	9	28	Privileges
18	120	Use of force with no report	0	14	Other
1	110	Reported use of force			
0	6	Use of force committee	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
1	12	Other	2	28	Placement
			0	1	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	4	Privileges
0	5	Programs	0	3	Other
1	14	Jobs			
0	4	Benefits			
0	13	Disciplinary action			
0	0	Transfer			
0	9	Housing/bed assignments			
0	20	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
1	5	Access to staff	885	5304	
34	193	Failure to perform job duties			
22	53	Failure to respond to communication			
21	120	Failure to follow policies			
5	27	Other			