

Friday, February 21, 2014 3:02 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2014 thru 02/21/2014
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	859
Total Number of Inmates who filed grievances during year	582
Highest Number of grievances filed by single inmate	17
Grievances on hand at beginning of this period	231
Grievances Received during this period	859
Total	1090
Grievances Completed during this period	854
Grievances on hand at end of this period	236
Total	1090

ICR SUMMARY

Number of Informal Complaints Received	5452
Number of IC Responses Received	4739
Number of IC Responses Untimely	730

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	26	11	0	37
GRANTED - Problem noted, correction pending	28	17	0	45
GRANTED - Problem noted, report/recommendation to the Warden	10	11	0	21
DENIED (B)				
DENIED - No violation of rule, policy, or law	123	149	7	279
DENIED - Staff action was a valid exercise of discretion	27	38	0	65
DENIED - Insufficient evidence to support claim	98	106	9	213
DENIED - False Claim	6	21	0	27
DENIED - Failure to use informal complaint procedure	17	9	0	26
DENIED - Not within the scope of the grievance procedure	32	52	3	87
DENIED - Not within the time limits	15	19	3	37
WITHDRAWN (C)				
Withdrawn at Inmate's Request	7	10	0	17
SUBTOTAL (A + B + C): 854				
PENDING (D)				
Pending Disposition	135	72	2	209
TOTALS	524	515	24	1063

EXTENSIONS

14-Day Extensions	175
28-Day Extensions	13
TOTAL	188

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED DENIED		INSTITUTIONAL OPERATIONS - Health Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance
1	19	Access / Delay in receiving medical care	0	1	Toilets
3	51	Improper / inadequate medical care	0	0	Sewers
0	24	Delay / denial of medication	0	2	Showers or sinks
0	1	Medical records	2	2	Water temperature
1	1	Eye glasses	0	5	Building temperature
0	1	Forced medical testing	0	0	Lighting
0	0	Medical transfer	0	1	Ventilation
0	0	Prosthetic device	0	0	Ceilings
0	11	Medical co-pay	0	0	Painting / repair
0	3	Medical restriction	0	0	Windows
0	1	Medical aide / device	0	0	Privacy screens
0	20	Disagree with diagnosis / treatment	1	3	Other
1	5	Other			
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Dental Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Food Service
0	1	Access / delay in receiving dental care	0	1	Food temperature
0	4	Improper / inadequate dental care	0	0	Food not properly prepared
0	1	Delay / denial of dentures	1	4	Poor quality
0	0	Dental co-pay	1	6	Deviation from menu
0	0	Other	0	5	Inadequate substitute
			0	0	Foreign object in food
			2	5	Food portions
			0	6	Medical diet
			0	5	Religious diet
			2	5	Unsanitary cooking conditions
			0	3	Denial
			1	2	Other
			0	0	Meal Times
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing /bedding)
0	3	Denial / inadequate treatment	1	1	Clothing lost / not returned
0	0	Forced treatment	0	0	Clothing damaged
0	0	RTU assignment	0	0	Improperly charged for damaged clothing
0	1	Psychiatric medication	0	0	Received soiled / damaged linen
0	0	Psych co-pay	0	1	Denied exchange
0	0	Mental Health files	0	0	Does not fit
0	4	Other	0	0	Refusal to alter / repair clothing
			1	4	Denied item
			0	1	Other
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
0	0	Fire safety measures	1	3	Charged for item not received
1	1	Dirty living quarters / work areas	0	1	Denied commissary privileges
2	0	Cleaning supplies	0	4	Inadequate selection
0	0	Vermin	0	0	Insufficient quantities
0	1	Unsafe living areas	0	2	Pricing
0	0	Smoking / Non-smoking	0	0	Poor quality
0	1	Unsafe work areas	0	0	Exchange/refund
0	0	Unsafe work practices			
0	0	Handicapped facilities			
0	0	Overcrowding			
0	1	Air / water quality			
0	1	Other			

0	0	Warranty
0	1	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
0	1	Funds lost / not posted	1	2	Recreation facilities / equipment
0	1	Funds improperly refused	0	1	Selection of activities
0	3	Account balance	0	4	Recreation hours
0	1	State pay	0	0	Selection of movies
0	1	Court ordered collection (AR 5120-5-03)	1	1	Other
1	4	Improper charge			
0	3	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	2	Indigency Determination	0	3	Prevented from worship
0	0	Electric co-pay	1	1	Religious materials
			0	10	Services for particular faith
			1	2	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
37	75	Lost, damaged, confiscated by staff	6	7	Delay / failure in delivery
2	13	Stolen or damaged by inmate	0	2	Delay / failure in sending
0	10	Denied permission to receive / possess	0	1	Publication screening
2	8	Lost or damaged during transfer	1	11	Handling of legal mail
0	1	Vendor issues	1	0	Handling of packages
0	5	Other	3	1	Damaged or missing
			0	8	Denial
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	0	1	Postage charges
0	1	Educational programs	0	1	Other
0	1	Vocational programs	GRANTED	DENIED	COMMUNICATIONS - Visiting
0	2	Other	0	2	Visitor not approved / removed from list
			1	2	Visitor denied access
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	0	0	Visit cut short
0	0	Denial of permission to start	0	0	Hours
0	0	Staff interference	0	1	Rules
0	4	Other	0	0	Special visit
			1	3	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	1	Job assignment	0	0	Inadequate access
1	1	Job removal	0	0	Denial of phone privilege
0	0	Preferential treatment	0	0	Other
0	0	Racial balance	GRANTED	DENIED	ADMINISTRATION - Records
0	0	Evaluations	0	0	Good time credit
0	0	Other	0	0	Jail time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	0	Inaccurate calculation
0	1	Library materials	0	0	Release of information
0	5	Library hours	0	2	Earned credit
1	3	Other	0	1	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services			
0	1	Recovery Services programs			
0	0	Mandatory program placement			
0	0	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
0	3	Law library hours	0	1	Inmate/Inmate
0	1	Legal reference materials	0	1	Staff/Inmate
0	0	Legal assistance	0	0	Other
0	1	Typewriters			
0	1	Legal kit			
0	0	Copy service			
0	0	Notary service			
0	1	Legal service in special management			
1	1	Access to legal property			
1	1	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
4	38	Unprofessional conduct	0	0	Instrument overdue
1	5	Abusive language	0	0	Instrument incorrect
0	5	Racial or ethnic slurs	0	0	Instrument overridden
0	3	Conduct report for no reason	1	4	Procedural issues
0	6	Intimidation / threats	0	0	Other
0	3	Retaliation for filing grievance			
0	0	Retaliation for filing lawsuit			
0	3	Retaliation for voicing complaints			
0	2	Privacy violations			
0	20	Harassment			
0	3	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
2	18	Use of force with no report	0	8	Transfer or denial
0	15	Reported use of force	0	1	Other
0	1	Use of force committee			
0	1	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
0	2	Programs	0	9	Unit assignment
0	0	Jobs	0	4	Cell / bed assignment
0	0	Benefits	0	0	Racial bunching
0	2	Disciplinary action	0	0	Other
0	0	Transfer			
0	2	Housing/bed assignments			
0	4	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
0	0	Access to staff	0	1	Placement
4	27	Failure to perform job duties	0	3	Release
2	4	Failure to respond to communication	2	4	Privileges
1	24	Failure to follow policies	0	2	Other
1	5	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
0	0	Access to staff	0	2	Placement
4	27	Failure to perform job duties	0	0	Release
2	4	Failure to respond to communication	0	1	Privileges
1	24	Failure to follow policies	0	1	Other
1	5	Other			
			103	734	GRAND TOTAL