

Friday, February 21, 2014 3:11 PM

INSTITUTION GRIEVANCES STATISTICS1/1/2007 thru 12/31/2007
ALL INSTITUTIONS**GRIEVANCE NUMBERS**

Total Number of Grievances filed during year	5869
Total Number of Inmates who filed grievances during year	3135
Highest Number of grievances filed by single inmate	89
Grievances on hand at beginning of this period	6
Grievances Received during this period	5869
Total	5875
Grievances Completed during this period	5682
Grievances on hand at end of this period	193
Total	5875

ICR SUMMARY

Number of Informal Complaints Received	5561
Number of IC Responses Received	3585
Number of IC Responses Untimely	2362

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	194	130	3	327
GRANTED - Problem noted, correction pending	348	253	6	607
GRANTED - Problem noted, report/recommendation to the Warden	76	106	2	184
DENIED (B)				
DENIED - No violation of rule, policy, or law	771	535	14	1320
DENIED - Staff action was a valid exercise of discretion	368	275	7	650
DENIED - Insufficient evidence to support claim	772	1004	17	1793
DENIED - False Claim	54	28	1	83
DENIED - Failure to use informal complaint procedure	75	67	0	142
DENIED - Not within the scope of the grievance procedure	185	202	3	390
DENIED - Not within the time limits	63	61	1	125
WITHDRAWN (C)				
Withdrawn at Inmate's Request	31	29	0	60
	SUBTOTAL (A + B + C): 5681			
PENDING (D)				
Pending Disposition	0	2	0	2
TOTALS	WHITE	BLACK	OTHER	TOTAL
	2937	2692	54	5683

EXTENSIONS

14-Day Extensions	1093
28-Day Extensions	234
TOTAL	1327

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Health Care		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance	
43	122	Access / Delay in receiving medical care	2	4	Toilets						
30	300	Improper / inadequate medical care	0	0	Sewers						
26	153	Delay / denial of medication	11	9	Showers or sinks						
0	12	Medical records	1	0	Water temperature						
4	7	Eye glasses	5	10	Building temperature						
2	4	Forced medical testing	2	0	Lighting						
1	3	Medical transfer	4	7	Ventilation						
2	3	Prosthetic device	0	0	Ceilings						
24	132	Medical co-pay	0	1	Painting / repair						
5	42	Medical restriction	1	3	Windows						
14	33	Medical aide / device	0	0	Privacy screens						
9	57	Disagree with diagnosis / treatment	6	14	Other						
19	65	Other									
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Dental Care		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Food Service	
17	45	Access / delay in receiving dental care	4	6	Food temperature						
2	21	Improper / inadequate dental care	2	11	Food not properly prepared						
7	18	Delay / denial of dentures	6	21	Poor quality						
3	7	Dental co-pay	6	11	Deviation from menu						
3	3	Other	0	6	Inadequate substitute						
			3	22	Foreign object in food						
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)	
0	12	Denial / inadequate treatment	6	12	Food portions						
0	0	Forced treatment	3	9	Medical diet						
0	0	RTU assignment	0	3	Religious diet						
0	7	Psychiatric medication	0	8	Unsanitary cooking conditions						
0	0	Psych co-pay	0	35	Denial						
0	3	Mental Health files	8	0	Other						
1	17	Other	0	0	Meal Times						
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Commissary	
0	1	Fire safety measures	4	19	Clothing lost / not returned						
3	13	Dirty living quarters / work areas	32	0	Clothing damaged						
1	3	Cleaning supplies	1	4	Improperly charged for damaged clothing						
0	1	Vermin	0	2	Received soiled / damaged linen						
2	50	Unsafe living areas	16	11	Denied exchange						
15	30	Smoking / Non-smoking	1	2	Does not fit						
1	6	Unsafe work areas	1	0	Refusal to alter / repair clothing						
0	1	Unsafe work practices	5	14	Denied item						
0	1	Handicapped facilities	10	12	Other						
2	7	Overcrowding									
1	2	Air / water quality									
7	17	Other									
			3	8	Charged for item not received						
			0	12	Denied commissary privileges						
			2	8	Inadequate selection						
			0	0	Insufficient quantities						
			1	9	Pricing						
			2	0	Poor quality						
			1	4	Exchange/refund						

0	1	Warranty
1	28	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
9	13	Funds lost / not posted	4	13	Recreation facilities / equipment
0	1	Funds improperly refused	1	2	Selection of activities
0	30	Account balance	2	4	Recreation hours
13	15	State pay	2	8	Selection of movies
7	56	Court ordered collection (AR 5120-5-03)	7	33	Other
6	21	Improper charge			
4	47	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	0	9	Prevented from worship
0	0	Electric co-pay	3	4	Religious materials
			3	3	Services for particular faith
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	1	16	Other
298	536	Lost, damaged, confiscated by staff	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
12	88	Stolen or damaged by inmate	9	34	Delay / failure in delivery
9	41	Denied permission to receive / possess	3	23	Delay / failure in sending
25	38	Lost or damaged during transfer	0	10	Publication screening
10	22	Vendor issues	6	36	Handling of legal mail
21	61	Other	6	15	Handling of packages
			6	22	Damaged or missing
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	4	20	Denial
5	8	Educational programs	8	17	Postage charges
1	8	Vocational programs	8	38	Other
3	12	Other	GRANTED	DENIED	COMMUNICATIONS - Visiting
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	1	3	Visitor not approved / removed from list
1	3	Denial of permission to start	4	8	Visitor denied access
0	3	Staff interference	1	3	Visit cut short
4	5	Other	0	1	Hours
			1	4	Rules
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	0	0	Special visit
3	22	Job assignment	4	17	Other
6	37	Job removal	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	1	Preferential treatment	0	1	Inadequate access
1	4	Racial balance	0	1	Denial of phone privilege
0	1	Evaluations	0	2	Other
4	11	Other	GRANTED	DENIED	ADMINISTRATION - Records
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	1	3	Good time credit
3	17	Library materials	0	1	Jail time credit
2	12	Library hours	0	2	Inaccurate calculation
2	10	Other	0	0	Release of information
			0	8	Earned credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services	1	16	Other
3	4	Recovery Services programs			
0	1	Mandatory program placement			
1	3	Drug testing procedure			
0	10	Other			

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
0	2	Law library hours	0	0	Inmate/Inmate
2	5	Legal reference materials	0	0	Staff/Inmate
0	8	Legal assistance	0	0	Other
1	2	Typewriters			
0	1	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
1	7	Copy service	0	1	Instrument overdue
0	2	Notary service	0	1	Instrument incorrect
0	7	Legal service in special management	0	0	Instrument overridden
0	5	Access to legal property	0	5	Procedural issues
0	17	Other	2	8	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
32	108	Unprofessional conduct	2	34	Transfer or denial
12	61	Abusive language	1	4	Other
4	20	Racial or ethnic slurs			
1	24	Conduct report for no reason	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
5	45	Intimidation / threats	3	36	Unit assignment
1	26	Retaliation for filing grievance	6	36	Cell / bed assignment
0	1	Retaliation for filing lawsuit	1	1	Racial bunching
4	24	Retaliation for voicing complaints	2	29	Other
1	15	Privacy violations			
11	173	Harassment	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
14	74	Other	0	3	Placement
			1	2	Release
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	5	23	Privileges
20	71	Use of force with no report	6	25	Other
3	44	Reported use of force			
0	1	Use of force committee	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
1	3	Other	0	8	Placement
			0	2	Release
			0	0	Privileges
			1	5	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)			
0	6	Programs			
1	6	Jobs			
1	2	Benefits			
0	10	Disciplinary action			
0	1	Transfer			
0	7	Housing/bed assignments			
2	19	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	
1	4	Access to staff	1118	4504	GRAND TOTAL
14	64	Failure to perform job duties			
4	31	Failure to respond to communication			
7	63	Failure to follow policies			
4	54	Other			

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INSTITUTION GRIEVANCES STATISTICS
1/1/2008 thru 12/31/2008
ALL INSTITUTIONS

GRIEVANCE NUMBERS

Total Number of Grievances filed during year	6079
Total Number of Inmates who filed grievances during year	3331
Highest Number of grievances filed by single inmate	44
Grievances on hand at beginning of this period	193
Grievances Received during this period	6079
Total	6272
Grievances Completed during this period	6062
Grievances on hand at end of this period	210
Total	6272

ICR SUMMARY

Number of Informal Complaints Received	34095
Number of IC Responses Received	33043
Number of IC Responses Untimely	4918

DISPOSITIONS

GRANTED (A)	WHITE	BLACK	OTHER	TOTAL
GRANTED - Problem corrected	227	203	3	433
GRANTED - Problem noted, correction pending	223	177	8	408
GRANTED - Problem noted, report/recommendation to the Warden	126	125	1	252
DENIED (B)				
DENIED - No violation of rule, policy, or law	782	638	29	1449
DENIED - Staff action was a valid exercise of discretion	390	349	4	743
DENIED - Insufficient evidence to support claim	814	1020	21	1855
DENIED - False Claim	73	79	2	154
DENIED - Failure to use informal complaint procedure	86	79	3	168
DENIED - Not within the scope of the grievance procedure	204	188	7	399
DENIED - Not within the time limits	61	69	2	132
WITHDRAWN (C)				
Withdrawn at Inmate's Request	45	18	2	65
SUBTOTAL (A + B + C): 6058				
PENDING (D)				
Pending Disposition	0	1	0	1
TOTALS	WHITE	BLACK	OTHER	TOTAL
	3031	2946	82	6059

EXTENSIONS

14-Day Extensions	1270
28-Day Extensions	268
TOTAL	1538

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED DENIED		INSTITUTIONAL OPERATIONS - Health Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Facilities Maintenance
27	153	Access / Delay in receiving medical care	3	1	Toilets
14	288	Improper / inadequate medical care	0	0	Sewers
27	203	Delay / denial of medication	4	10	Showers or sinks
3	15	Medical records	4	6	Water temperature
3	11	Eye glasses	4	4	Building temperature
0	4	Forced medical testing	2	2	Lighting
0	4	Medical transfer	4	4	Ventilation
1	4	Prosthetic device	1	0	Ceilings
24	85	Medical co-pay	0	0	Painting / repair
5	28	Medical restriction	1	0	Windows
10	34	Medical aide / device	0	0	Privacy screens
6	89	Disagree with diagnosis / treatment	5	19	Other
15	70	Other			
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Dental Care	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Food Service
17	44	Access / delay in receiving dental care	0	3	Food temperature
4	29	Improper / inadequate dental care	1	6	Food not properly prepared
6	16	Delay / denial of dentures	2	9	Poor quality
0	0	Dental co-pay	6	19	Deviation from menu
1	2	Other	4	14	Inadequate substitute
			1	1	Foreign object in food
			4	37	Food portions
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	3	21	Medical diet
0	17	Denial / inadequate treatment	2	15	Religious diet
0	1	Forced treatment	2	7	Unsanitary cooking conditions
0	5	RTU assignment	1	10	Denial
0	9	Psychiatric medication	9	36	Other
0	0	Psych co-pay	0	0	Meal Times
1	2	Mental Health files			
3	9	Other	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
			12	11	Clothing lost / not returned
GRANTED DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation	2	1	Clothing damaged
0	7	Fire safety measures	1	2	Improperly charged for damaged clothing
1	15	Dirty living quarters / work areas	2	2	Received soiled / damaged linen
2	8	Cleaning supplies	4	15	Denied exchange
1	0	Vermin	2	5	Does not fit
1	16	Unsafe living areas	0	1	Refusal to alter / repair clothing
4	22	Smoking / Non-smoking	10	14	Denied item
0	2	Unsafe work areas	7	7	Other
2	10	Unsafe work practices			
3	3	Handicapped facilities	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
0	1	Overcrowding	3	4	Charged for item not received
1	14	Air / water quality	4	5	Denied commissary privileges
6	82	Other	4	6	Inadequate selection
			0	1	Insufficient quantities
			0	34	Pricing
			1	2	Poor quality
			2	1	Exchange/refund

0	1	Warranty
6	11	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Inmate Account		GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Recreation	
9	23	Funds lost / not posted	3	12	Recreation facilities / equipment						
0	7	Funds improperly refused	0	3	Selection of activities						
5	27	Account balance	3	10	Recreation hours						
6	32	State pay	5	14	Selection of movies						
7	88	Court ordered collection (AR 5120-5-03)	8	38	Other						
10	17	Improper charge									
8	29	Other	GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Religious Services				
0	0	Indigency Determination	3	10	Prevented from worship						
0	0	Electric co-pay	1	7	Religious materials						
				0	7	Services for particular faith					
				2	26	Other					
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Personal Property		GRANTED		DENIED		COMMUNICATIONS - Mail / Package	
346	536	Lost, damaged, confiscated by staff	13	31	Delay / failure in delivery						
31	138	Stolen or damaged by inmate	1	9	Delay / failure in sending						
8	35	Denied permission to receive / possess	3	9	Publication screening						
33	49	Lost or damaged during transfer	5	17	Handling of legal mail						
5	3	Vendor issues	3	9	Handling of packages						
12	27	Other	8	11	Damaged or missing						
				8	24	Denial					
				5	11	Postage charges					
				8	20	Other					
GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Education / Vocational Training		GRANTED		DENIED		COMMUNICATIONS - Visiting	
1	6	Educational programs	1	4	Visitor not approved / removed from list						
0	7	Vocational programs	1	6	Visitor denied access						
0	10	Other	0	4	Visit cut short						
				0	0	Hours					
				0	5	Rules					
				0	0	Special visit					
				1	16	Other					
GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Inmate Groups		GRANTED		DENIED		COMMUNICATIONS - Telephone	
0	1	Denial of permission to start	0	3	Inadequate access						
0	3	Staff interference	1	1	Denial of phone privilege						
0	5	Other	0	3	Other						
						GRANTED		DENIED		ADMINISTRATION - Records	
				0	5	Good time credit					
				0	2	Jail time credit					
				0	1	Inaccurate calculation					
				1	0	Release of information					
				1	10	Earned credit					
				1	4	Other					
GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Job Assignments		GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Library	
3	18	Job assignment	1	5	Good time credit						
6	20	Job removal	0	2	Jail time credit						
1	3	Preferential treatment	0	1	Inaccurate calculation						
0	1	Racial balance	1	0	Release of information						
0	0	Evaluations	1	10	Earned credit						
3	11	Other	1	4	Other						
GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Recovery Services		GRANTED		DENIED		INSTITUTIONAL PROGRAMS - Recovery Services	
0	6	Recovery Services programs	0	6	Mandatory program placement						
0	6	Mandatory program placement	1	7	Drug testing procedure						
1	7	Drug testing procedure	0	6	Other						
0	6	Other									

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
0	6	Law library hours	0	0	Inmate/Inmate
1	18	Legal reference materials	0	0	Staff/Inmate
0	7	Legal assistance	0	0	Other
1	3	Typewriters			
0	1	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	13	Copy service	0	0	Instrument overdue
0	2	Notary service	0	1	Instrument incorrect
0	6	Legal service in special management	0	1	Instrument overridden
1	4	Access to legal property	1	3	Procedural issues
4	15	Other	0	12	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
30	215	Unprofessional conduct	1	38	Transfer or denial
11	68	Abusive language	2	5	Other
2	28	Racial or ethnic slurs	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
0	21	Conduct report for no reason	1	28	Unit assignment
7	69	Intimidation / threats	3	43	Cell / bed assignment
3	38	Retaliation for filing grievance	0	0	Racial bunching
0	1	Retaliation for filing lawsuit	1	16	Other
6	31	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
0	17	Privacy violations	1	4	Placement
13	156	Harassment	0	2	Release
11	72	Other	2	11	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	1	12	Other
22	112	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
6	57	Reported use of force	1	7	Placement
1	2	Use of force committee	0	3	Release
3	10	Other	1	1	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	5	Other
0	6	Programs			
0	4	Jobs			
0	6	Benefits			
0	10	Disciplinary action			
0	0	Transfer			
1	7	Housing/bed assignments			
2	27	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
0	9	Access to staff	1095	4902	
16	98	Failure to perform job duties			
6	35	Failure to respond to communication			
18	74	Failure to follow policies			
5	47	Other			

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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
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	5	Good time credit
5	20	Library materials	0	0	Jail time credit
0	16	Library hours	0	1	Inaccurate calculation
2	12	Other	0	7	Release of information
			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			

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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			
1	1	Handicapped facilities	GRANTED DENIED		INSTITUTIONAL OPERATIONS - Commissary
0	2	Overcrowding	5	5	Charged for item not received
0	2	Air / water quality	2	10	Denied commissary privileges
3	16	Other	5	3	Inadequate selection
			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			
1	24	Job removal	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	5	Preferential treatment	0	1	Inadequate access
0	0	Racial balance	0	0	Denial of phone privilege
0	0	Evaluations	0	4	Other
2	15	Other			
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	GRANTED	DENIED	ADMINISTRATION - Records
6	18	Library materials	1	4	Good time credit
1	14	Library hours	0	1	Jail time credit
1	16	Other	0	1	Inaccurate calculation
			0	2	Release of information
			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	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	5	Copy service	0	0	Instrument overdue
0	3	Notary service	0	1	Instrument incorrect
0	2	Legal service in special management	0	0	Instrument overridden
1	4	Access to legal property	2	0	Procedural issues
0	11	Other	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	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
1	30	Conduct report for no reason	2	19	Unit assignment
8	74	Intimidation / threats	7	30	Cell / bed assignment
3	38	Retaliation for filing grievance	0	2	Racial bunching
0	4	Retaliation for filing lawsuit	1	25	Other
4	32	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
1	10	Privacy violations	0	12	Placement
13	160	Harassment	1	0	Release
4	70	Other	6	21	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	3	20	Other
15	151	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
3	80	Reported use of force	1	3	Placement
1	2	Use of force committee	0	1	Release
1	8	Other	0	0	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	3	2	Other
0	2	Programs			
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	GRAND TOTAL
0	3	Access to staff	997	5052	
27	126	Failure to perform job duties			
25	39	Failure to respond to communication			
6	70	Failure to follow policies			
4	69	Other			

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INSTITUTION GRIEVANCES STATISTICS
1/1/2011 thru 12/31/2011
ALL INSTITUTIONS

GRIEVANCE NUMBERS

Total Number of Grievances filed during year	6344
Total Number of Inmates who filed grievances during year	3319
Highest Number of grievances filed by single inmate	90
Grievances on hand at beginning of this period	266
Grievances Received during this period	6344
Total	6610
Grievances Completed during this period	6375
Grievances on hand at end of this period	235
Total	6610

ICR SUMMARY

Number of Informal Complaints Received	35975
Number of IC Responses Received	34235
Number of IC Responses Untimely	5524

DISPOSITIONS

	WHITE	BLACK	OTHER	TOTAL
GRANTED (A)				
GRANTED - Problem corrected	256	210	2	468
GRANTED - Problem noted, correction pending	166	124	3	293
GRANTED - Problem noted, report/recommendation to the Warden	129	99	3	231
DENIED (B)				
DENIED - No violation of rule, policy, or law	1003	751	16	1770
DENIED - Staff action was a valid exercise of discretion	522	351	9	882
DENIED - Insufficient evidence to support claim	768	894	23	1685
DENIED - False Claim	60	126	1	187
DENIED - Failure to use informal complaint procedure	66	81	1	148
DENIED - Not within the scope of the grievance procedure	230	228	11	469
DENIED - Not within the time limits	74	85	0	159
WITHDRAWN (C)				
Withdrawn at Inmate's Request	48	35	0	83
	SUBTOTAL (A + B + C): 6375			
PENDING (D)				
Pending Disposition	1	1	0	2
TOTALS	WHITE	BLACK	OTHER	TOTAL
	3323	2985	69	6377

EXTENSIONS

14-Day Extensions	1402
28-Day Extensions	212
TOTAL	1614

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Health Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Facilities Maintenance
23	187	Access / Delay in receiving medical care	2	3	Toilets
18	435	Improper / inadequate medical care	0	0	Sewers
27	344	Delay / denial of medication	4	3	Showers or sinks
3	15	Medical records	6	5	Water temperature
2	24	Eye glasses	5	5	Building temperature
0	4	Forced medical testing	1	3	Lighting
0	0	Medical transfer	3	6	Ventilation
0	3	Prosthetic device	1	0	Ceilings
8	91	Medical co-pay	0	2	Painting / repair
9	60	Medical restriction	0	1	Windows
7	31	Medical aide / device	0	0	Privacy screens
11	219	Disagree with diagnosis / treatment	3	11	Other
6	78	Other			
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Dental Care	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Food Service
2	13	Access / delay in receiving dental care	0	3	Food temperature
2	16	Improper / inadequate dental care	1	7	Food not properly prepared
2	15	Delay / denial of dentures	2	3	Poor quality
0	0	Dental co-pay	12	17	Deviation from menu
0	7	Other	2	29	Inadequate substitute
			1	1	Foreign object in food
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Psychological / Psychiatric	8	36	Food portions
2	22	Denial / inadequate treatment	9	16	Medical diet
0	5	Forced treatment	8	36	Religious diet
0	0	RTU assignment	1	6	Unsanitary cooking conditions
0	15	Psychiatric medication	8	23	Denial
0	0	Psych co-pay	5	52	Other
0	2	Mental Health files	0	0	Meal Times
0	2	Other			
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Safety and Sanitation	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)
0	1	Fire safety measures	11	20	Clothing lost / not returned
4	3	Dirty living quarters / work areas	2	1	Clothing damaged
1	6	Cleaning supplies	0	1	Improperly charged for damaged clothing
0	0	Vermin	2	5	Received soiled / damaged linen
0	5	Unsafe living areas	11	17	Denied exchange
0	0	Smoking / Non-smoking	0	4	Does not fit
0	1	Unsafe work areas	1	0	Refusal to alter / repair clothing
1	5	Unsafe work practices	3	15	Denied item
1	0	Handicapped facilities	5	10	Other
0	2	Overcrowding			
0	5	Air / water quality	GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Commissary
5	25	Other	6	11	Charged for item not received
			0	4	Denied commissary privileges
			1	10	Inadequate selection
			0	1	Insufficient quantities
			1	6	Pricing
			1	7	Poor quality
			1	7	Exchange/refund

0	0	Warranty
0	15	Other

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Inmate Account	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recreation
7	15	Funds lost / not posted	0	10	Recreation facilities / equipment
0	4	Funds improperly refused	0	3	Selection of activities
5	18	Account balance	0	13	Recreation hours
6	10	State pay	0	4	Selection of movies
3	39	Court ordered collection (AR 5120-5-03)	5	18	Other
15	51	Improper charge			
7	23	Other	GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Religious Services
0	0	Indigency Determination	1	10	Prevented from worship
0	0	Electric co-pay	3	18	Religious materials
			0	9	Services for particular faith
			0	30	Other
GRANTED	DENIED	INSTITUTIONAL OPERATIONS - Personal Property	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
332	577	Lost, damaged, confiscated by staff	12	57	Delay / failure in delivery
23	156	Stolen or damaged by inmate	1	22	Delay / failure in sending
12	55	Denied permission to receive / possess	1	10	Publication screening
31	36	Lost or damaged during transfer	7	48	Handling of legal mail
4	2	Vendor issues	5	11	Handling of packages
13	20	Other	1	7	Damaged or missing
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	9	29	Denial
0	7	Educational programs	6	12	Postage charges
0	4	Vocational programs	5	13	Other
0	5	Other	GRANTED	DENIED	COMMUNICATIONS - Visiting
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Inmate Groups	0	8	Visitor not approved / removed from list
1	5	Denial of permission to start	0	13	Visitor denied access
6	1	Staff interference	0	0	Visit cut short
1	9	Other	0	1	Hours
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	2	6	Rules
0	17	Job assignment	0	1	Special visit
2	33	Job removal	1	6	Other
0	4	Preferential treatment	GRANTED	DENIED	COMMUNICATIONS - Telephone
0	0	Racial balance	1	3	Inadequate access
0	1	Evaluations	2	2	Denial of phone privilege
1	8	Other	0	4	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	GRANTED	DENIED	ADMINISTRATION - Records
5	26	Library materials	0	2	Good time credit
1	15	Library hours	0	0	Jail time credit
2	9	Other	0	1	Inaccurate calculation
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services	0	2	Release of information
1	4	Recovery Services programs	2	10	Earned credit
0	1	Mandatory program placement	1	7	Other
0	1	Drug testing procedure			
0	0	Other			

INSPECTOR OF INSTITUTIONAL SERVICES COMPLAINT CODE LIST

GRANTED	DENIED	ADMINISTRATION - Legal Services	GRANTED	DENIED	STAFF / INMATE RELATIONS - Sexual Conduct and/or Contact
1	2	Law library hours	0	0	Inmate/Inmate
2	5	Legal reference materials	0	0	Staff/Inmate
0	3	Legal assistance	0	0	Other
0	1	Typewriters			
1	2	Legal kit	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
1	8	Copy service	0	1	Instrument overdue
2	3	Notary service	0	0	Instrument incorrect
1	6	Legal service in special management	0	2	Instrument overridden
1	4	Access to legal property	0	4	Procedural issues
4	10	Other	0	5	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
27	213	Unprofessional conduct	1	29	Transfer or denial
14	59	Abusive language	1	3	Other
2	27	Racial or ethnic slurs	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
3	18	Conduct report for no reason	1	15	Unit assignment
7	58	Intimidation / threats	4	33	Cell / bed assignment
4	32	Retaliation for filing grievance	0	0	Racial bunching
0	0	Retaliation for filing lawsuit	1	17	Other
3	32	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
1	8	Privacy violations	1	8	Placement
8	131	Harassment	0	2	Release
7	57	Other	6	23	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	3	18	Other
10	139	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
0	91	Reported use of force	1	12	Placement
0	2	Use of force committee	0	0	Release
1	4	Other	0	5	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	9	Other
0	6	Programs			
0	6	Jobs			
0	0	Benefits			
0	3	Disciplinary action			
0	1	Transfer			
0	4	Housing/bed assignments			
1	15	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
2	4	Access to staff	992	5300	
29	144	Failure to perform job duties			
14	39	Failure to respond to communication			
17	83	Failure to follow policies			
2	57	Other			

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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
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Education / Vocational Training	GRANTED	DENIED	COMMUNICATIONS - Mail / Package
0	8	Educational programs	4	26	Damaged or missing
2	2	Vocational programs	7	44	Denial
0	10	Other	6	17	Postage charges
			8	16	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
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Job Assignments	GRANTED	DENIED	COMMUNICATIONS - Telephone
3	11	Job assignment	3	5	Rules
4	23	Job removal	0	0	Special visit
0	1	Preferential treatment	1	6	Other
0	0	Racial balance			
0	0	Evaluations	GRANTED	DENIED	ADMINISTRATION - Records
0	2	Other	2	2	Good time credit
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	0	0	Jail time credit
7	34	Library materials	0	1	Inaccurate calculation
2	23	Library hours	0	4	Release of information
4	16	Other	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		GRANTED	DENIED	
ADMINISTRATION - Legal Services			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	CUSTODY AND HOUSING STATUS - Security Classification		
0	0	Legal kit	1	8	Instrument overdue
2	10	Copy service	1	3	Instrument incorrect
0	0	Notary service	0	1	Instrument overridden
1	20	Legal service in special management	0	27	Procedural issues
0	2	Access to legal property	2	14	Other
0	8	Other	CUSTODY AND HOUSING STATUS - Institution Assignment		
STAFF / INMATE RELATIONS - Supervision			2	34	Transfer or denial
23	226	Unprofessional conduct	0	7	Other
5	37	Abusive language	CUSTODY AND HOUSING STATUS - Housing Assignment		
3	21	Racial or ethnic slurs	4	29	Unit assignment
3	19	Conduct report for no reason	3	29	Cell / bed assignment
6	51	Intimidation / threats	0	0	Racial bunching
0	38	Retaliation for filing grievance	1	11	Other
0	2	Retaliation for filing lawsuit	CUSTODY AND HOUSING STATUS - Special Management Housing		
2	31	Retaliation for voicing complaints	1	8	Placement
2	9	Privacy violations	0	4	Release
7	130	Harassment	8	32	Privileges
4	71	Other	2	12	Other
STAFF / INMATE RELATIONS - Force			CUSTODY AND HOUSING STATUS - Protective Control		
8	134	Use of force with no report	1	11	Placement
3	104	Reported use of force	0	0	Release
0	1	Use of force committee	0	1	Privileges
0	7	Other	0	2	Other
STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)					
1	6	Programs			
1	6	Jobs			
2	19	Benefits			
1	20	Disciplinary action			
0	2	Transfer			
1	4	Housing/bed assignments			
0	21	Other			
STAFF / INMATE RELATIONS - Staff Accountability			949	5171	GRAND TOTAL
2	4	Access to staff			
33	178	Failure to perform job duties			
12	50	Failure to respond to communication			
12	95	Failure to follow policies			
3	22	Other			

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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
			0	3	Other
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Library	GRANTED	DENIED	ADMINISTRATION - Records
2	6	Library materials	0	5	Good time credit
8	38	Library hours	0	0	Jail time credit
4	18	Other	0	1	Inaccurate calculation
			0	7	Release of information
GRANTED	DENIED	INSTITUTIONAL PROGRAMS - Recovery Services	0	5	Earned credit
0	6	Recovery Services programs	1	5	Other
0	1	Mandatory program placement			
1	18	Drug testing procedure			
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			

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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	WHITE	BLACK	OTHER	TOTAL
	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	1	4	Food not properly prepared						
0	1	Delay / denial of dentures	1	6	Poor quality						
0	0	Dental co-pay	0	5	Deviation from menu						
0	0	Other	0	0	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	0	5	Clothing lost / not returned						
0	0	Forced treatment	2	5	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	1	Charged for item not received						
1	1	Dirty living quarters / work areas	0	0	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	1	0	Exchange/refund						
0	0	Unsafe work practices	0	0							
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	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Security Classification
0	0	Copy service	0	0	Instrument overdue
0	0	Notary service	0	0	Instrument incorrect
0	1	Legal service in special management	0	0	Instrument overridden
1	1	Access to legal property	1	4	Procedural issues
1	1	Other	0	0	Other
GRANTED	DENIED	STAFF / INMATE RELATIONS - Supervision	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Institution Assignment
4	38	Unprofessional conduct	0	8	Transfer or denial
1	5	Abusive language	0	1	Other
0	5	Racial or ethnic slurs	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Housing Assignment
0	3	Conduct report for no reason	0	9	Unit assignment
0	6	Intimidation / threats	0	4	Cell / bed assignment
0	3	Retaliation for filing grievance	0	0	Racial bunching
0	0	Retaliation for filing lawsuit	0	0	Other
0	3	Retaliation for voicing complaints	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Special Management Housing
0	2	Privacy violations	0	1	Placement
0	20	Harassment	0	3	Release
0	3	Other	2	4	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Force	0	2	Other
2	18	Use of force with no report	GRANTED	DENIED	CUSTODY AND HOUSING STATUS - Protective Control
0	15	Reported use of force	0	2	Placement
0	1	Use of force committee	0	0	Release
0	1	Other	0	1	Privileges
GRANTED	DENIED	STAFF / INMATE RELATIONS - Discrimination (race, color, national origin, sexual orientation, religion, gender, disability or age)	0	1	Other
0	2	Programs			
0	0	Jobs			
0	0	Benefits			
0	2	Disciplinary action			
0	0	Transfer			
0	2	Housing/bed assignments			
0	4	Other			
GRANTED	DENIED	STAFF / INMATE RELATIONS - Staff Accountability	GRANTED	DENIED	GRAND TOTAL
0	0	Access to staff	103	734	
4	27	Failure to perform job duties			
2	4	Failure to respond to communication			
1	24	Failure to follow policies			
1	5	Other			