

Friday, February 21, 2014 3:07 PM

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WITHDRAWN (C)				
Withdrawn at Inmate's Request	48	35	0	83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	1	7	Food temperature						
2	16	Improper / inadequate dental care	2	3	Food not properly prepared						
2	15	Delay / denial of dentures	12	17	Poor quality						
0	0	Dental co-pay	2	29	Deviation from menu						
0	7	Other	1	1	Inadequate substitute						
			1	1	Foreign object in food						
			8	36	Food portions						
			9	16	Medical diet						
			8	36	Religious diet						
			1	6	Unsanitary cooking conditions						
			8	23	Denial						
			5	52	Other						
			0	0	Meal Times						
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Psychological / Psychiatric		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Laundry / Quartermaster (State clothing / bedding)	
2	22	Denial / inadequate treatment	8	36	Clothing lost / not returned						
0	5	Forced treatment	1	6	Clothing damaged						
0	0	RTU assignment	8	23	Improperly charged for damaged clothing						
0	15	Psychiatric medication	5	52	Received soiled / damaged linen						
0	0	Psych co-pay	0	0	Denied exchange						
0	2	Mental Health files			Does not fit						
0	2	Other			Refusal to alter / repair clothing						
GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Safety and Sanitation		GRANTED		DENIED		INSTITUTIONAL OPERATIONS - Commissary	
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									
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			