

# Texas Department of Criminal Justice

## Offender Grievances

### Overview of Grievance Process

- Issue arises and prompts complaint; informal resolution attempted
- Step 1 filed by offender within 15 days of incident and unit grievance investigator investigates. Grievance sent to unit warden for review and signature. (Response returned to offender within 40 days)
- If offender is not satisfied, the offender can file a Step 2 grievance within 15 days of receiving response from Step 1; sent to Central Grievance Office for investigation. (Response returned to offender within 35 days)

### FY 2013 Number of Grievances

Step 1 – 162,561 [5.8 % decrease from FY 12 (172,624) and 6.9% decrease from FY 11(174,525)]

Step 2 – 40,769 (25.1 % of Step 1) [6.6% decrease from FY 12 (43,634) and 5.9% decrease from FY11 (43,323)]

### Grievance Issues

Step 1			Step 2		
Issue	FY 2012	FY 2013	Issue	FY2012	FY2013
Specialty Issues	10,853	10,419	Specialty Issues	2,684	2,690
Religion	2,271	2,361	Religion	590	665
Classification	9,956	9,310	Classification	2,080	2,029
Communications	4,723	4,475	Communications	1,094	1,025
Disciplinary	22,871	23,165	Disciplinary	9,318	9,347
Facility Operations	51,399	47,402	Facility Operations	9,605	8,808
Medical	27,715	25,012	Medical	8,019	6,656
Legal Matters	3,854	3,562	Legal Matters	1,467	1,457
Complaints against staff	36,529	34,340	Complaints against staff	7,845	7,163
Miscellaneous	2,453	2,515	Miscellaneous	932	929
<b>Total of Top 3: 65.7%</b>					

### FY 2013 Grievance Outcomes

[Note: Outcomes are higher than the # of grievances above, due to possible multiple items on a single grievance]

#### Step1

• Administratively Closed	439	
• No Corrective Action Necessary	171535	(87 % Outcomes, less Screened)
• Grievances Screened	49684	(20.1 % Returned for corrections or add'l info)
• Referred to Employee Relations	25	
• Relief Granted	24428	(12.4 % Outcomes, less Screened)
• Referred to OIG	103	
• Referred to UOF	715	
<b>Total</b>	<b>246929</b>	

#### Step2

• Administratively Closed	20	
• No Corrective Action Necessary	47548	(95 % Outcomes, less Screened)
• Grievances Screened	1595	(3.2% Returned for corrections or add'l info)
• Referred to Employee Relations	1	
• Relief Granted	2341	(4.7% Outcomes, less Screened)
• Referred to OIG	42	
• Referred to UOF	121	
<b>Total</b>	<b>51668</b>	