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 FY 11 (43,323)]

Grievance Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>FY 2012</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Issues</td>
<td>10,853</td>
<td>10,419</td>
</tr>
<tr>
<td>Religion</td>
<td>2,271</td>
<td>2,361</td>
</tr>
<tr>
<td>Classification</td>
<td>9,956</td>
<td>9,310</td>
</tr>
<tr>
<td>Communications</td>
<td>4,723</td>
<td>4,475</td>
</tr>
<tr>
<td>Disciplinary</td>
<td>22,871</td>
<td>23,165</td>
</tr>
<tr>
<td>Facility Operations</td>
<td>51,399</td>
<td>47,402</td>
</tr>
<tr>
<td>Medical</td>
<td>27,715</td>
<td>25,012</td>
</tr>
<tr>
<td>Legal Matters</td>
<td>3,854</td>
<td>3,562</td>
</tr>
<tr>
<td>Complaints against staff</td>
<td>36,529</td>
<td>34,340</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>2,453</td>
<td>2,515</td>
</tr>
</tbody>
</table>

Total of Top 3: 65.7%

FY 2013 Grievance Outcomes

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

Step 1

- Administratively Closed 439 (87% Outcomes, less Screened)
- No Corrective Action Necessary 171535 (20.1% Returned for corrections or add’l info)
- Grievances Screened 49684
- Referred to Employee Relations 25
- Relief Granted 24428 (12.4% Outcomes, less Screened)
- Referred to OIG 103
- Referred to UOF 715

Total 246929

Step 2

- Administratively Closed 20 (95% Outcomes, less Screened)
- No Corrective Action Necessary 47548 (3.2% Returned for corrections or add’l info)
- Grievances Screened 1595
- Referred to Employee Relations 1
- Relief Granted 2341 (4.7% Outcomes, less Screened)
- Referred to OIG 42
- Referred to UOF 121

Total 51668