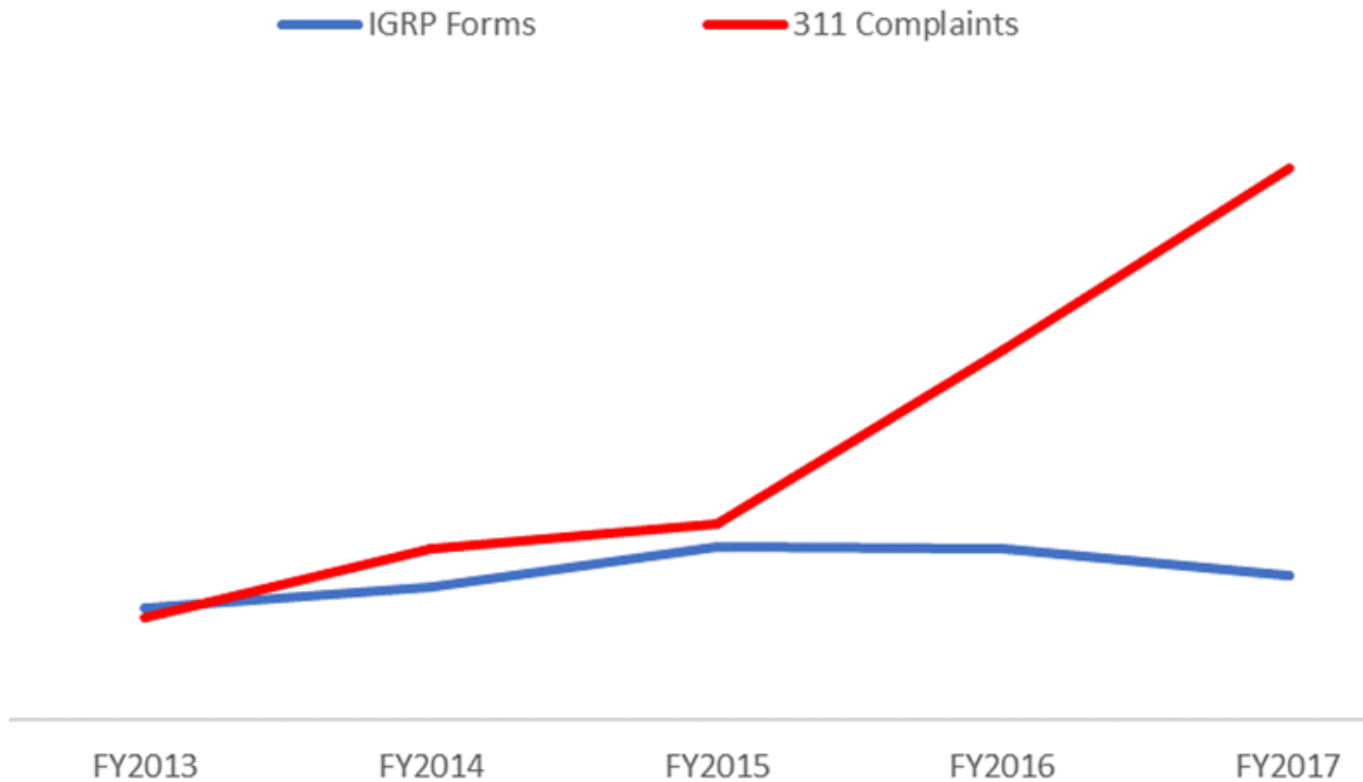


# Committee on Criminal Justice Oversight Hearing on Grievance Process

January 29, 2019



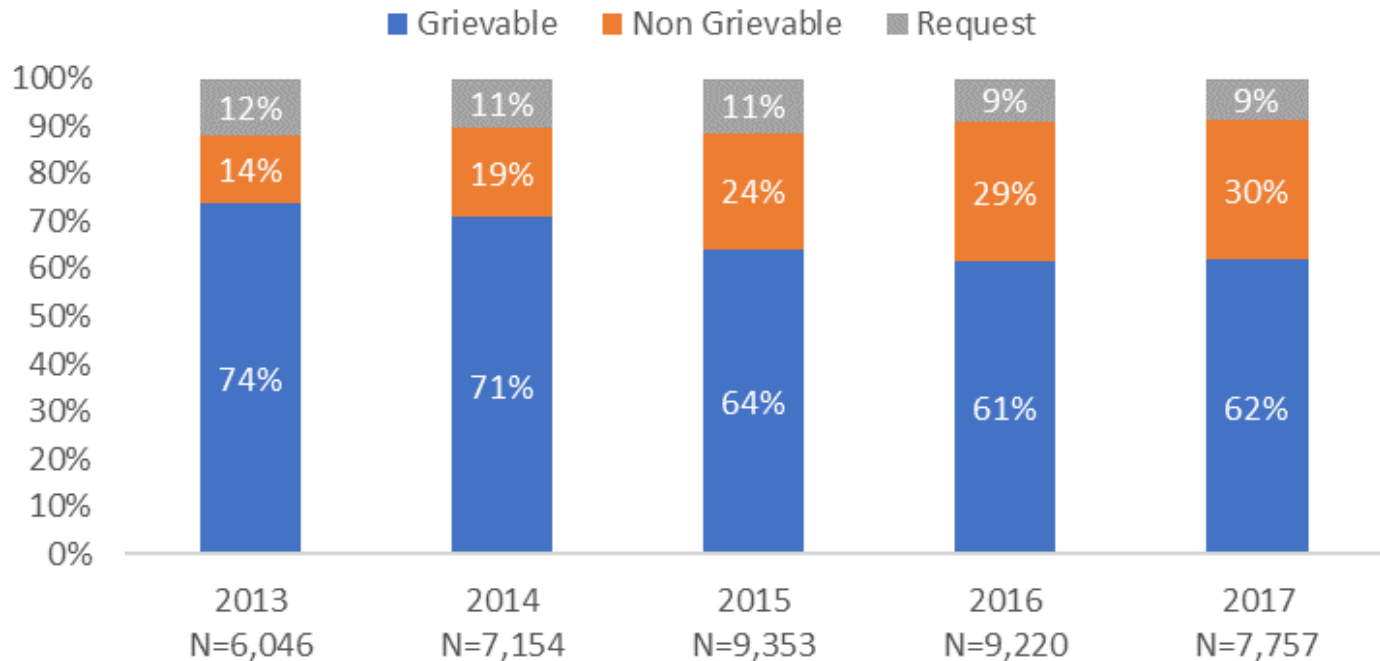
# Complaints From People In Custody



- Nearly four times as many complaints were filed via 311 than with the Grievance System in FY 2017.

# Complaints From People In Custody

**Total Complaints Received By OCGS**  
FY 2013-2017

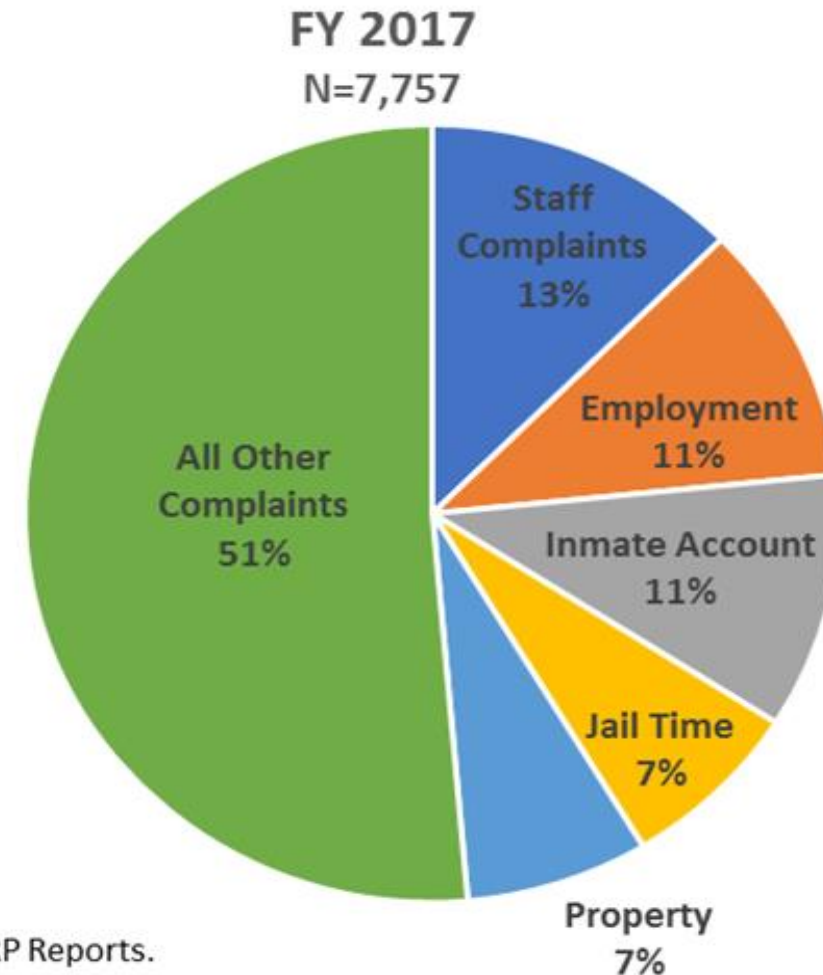


- Nearly 40% of all complaints filed with OCGS were not subject to the grievance process.

SOURCE: Department of Correction IGRP Reports FY2013-2017.

# Complaints From People In Custody

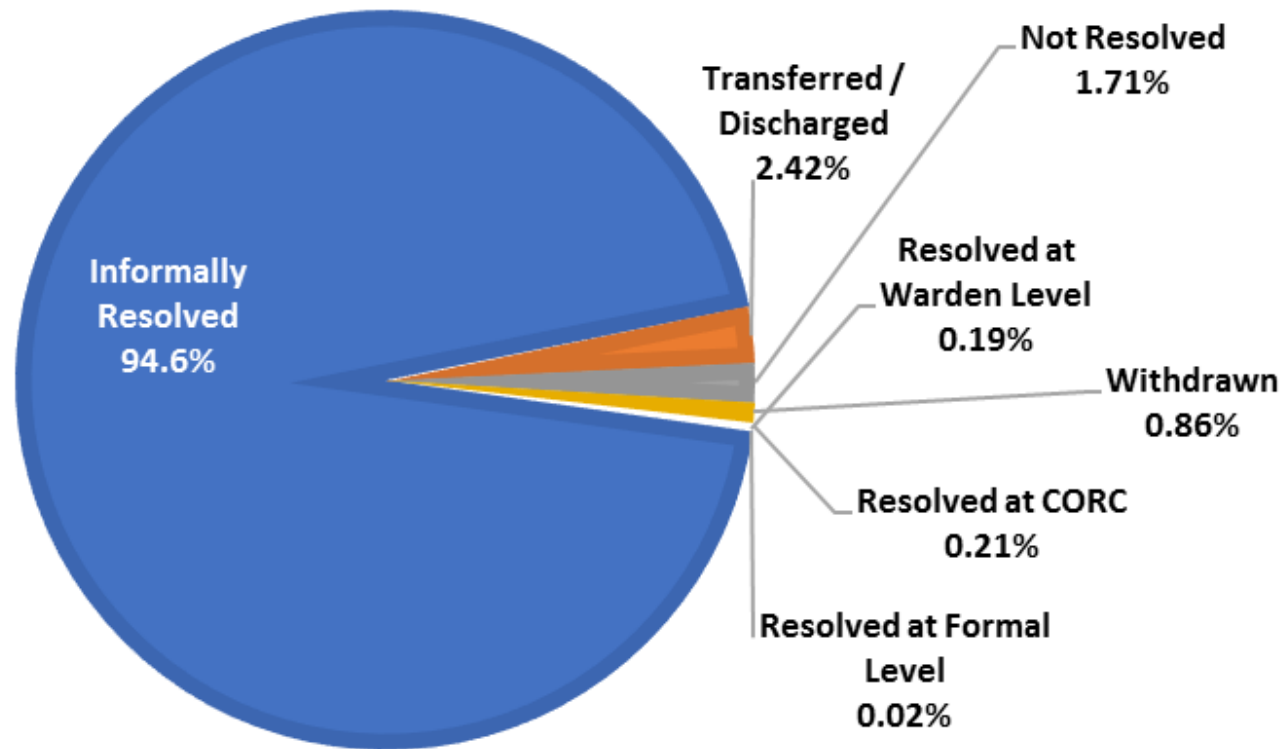
- Five categories made up nearly 50% of all complaints received by OCGS
- Have been the top 5 complaint categories for the past 5 years
  - Complaints about DOC staff
  - Employment
  - Inmate financial accounts
  - Jail time calculations
  - Personal property



SOURCE: NYC DOC IGRP Reports.

# Resolutions and Appeals

GRIEVANCE RESOLUTION STAGES



- 95% of complaints were closed after the initial OCGS response
- Only 20 people appealed any grievance decision
  - 10 received a decision from CORC.
- None of the appeals that made it to the CORC were provided to the Board prior to the CORC decision.