

# Office of the Ombudsman

## Issue Report

For the Period: 2/1/09 - 2/28/09 Total Complaints: 651

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Access to Attorney	10	Modified Service Program	3
Access to Ombudsman	3	Other	8
Arrest of Resident	7	Parent/Staff Interaction	1
Clothing	8	Physical Abuse	5
Commissary	6	Placement Concerns	11
Community Services	1	Problems with Peers	9
Credit for Detention or Jail Time	2	Problems with Staff	8
Dental	6	Program Services	16
Difficulty Reaching Attorney	1	Property Issues	2
Disciplinary Action	19	Quality of Life	28
Education	11	Recreation	3
Extension of Placement	2	Regulation & Policy Issues	14
Family Contact	6	Release	17
Food	28	Release Planning	20
Grievance Log Follow-Up	1	Release Waiting Period	7
Grievances	2	Restraints	2
Law Enforcement Contact	15	Room Confinement	9
Legal Matters	15	Room Confinement Report Follow-	3
Mail	19	Safety Concerns	2
Medical	20	Staff Misconduct	18
Mental Health	7	Stage Advancement	3

<b>Step III</b>	<b>1</b>
<b>Survey 2/12/2009</b>	<b>140</b>
<b>Telephone</b>	<b>6</b>
<b>Time Allowance Committee</b>	<b>4</b>
<b>Time Calculation</b>	<b>3</b>
<b>Transfer to Closer to Home</b>	<b>4</b>
<b>Transfer to DOCS</b>	<b>1</b>
<b>UIR Follow-Up</b>	<b>43</b>
<b>Unfair Sanctions</b>	<b>4</b>
<b>Wellness Check -- Issue</b>	<b>21</b>
<b>Wellness Check -- No Issue</b>	<b>46</b>