

Office of the Ombudsman

Issue Report

For the Period: 11/1/12 - 11/30/12 Total Complaints: 576

Access to Attorney	13	Mental Health	2
Access to Ombudsman	5	Other	6
Arrest of Resident	15	Parent/Staff Interaction	2
Building & Plant Maintenance	15	Parole	1
Case Follow-Up	26	Physical Abuse	3
Case Follow-Up & New Issue(s)	7	Placement Concerns	4
Clothing	14	Post Arrest Notification	1
Commissary	5	Problems with Peers	4
Credit for Detention or Jail Time	1	Problems with Staff	5
Dental	1	Programs & Services	17
Disciplinary Action	16	Property Issues	6
Education	21	Quality of Life	24
Extension of Placement	2	Recreation	14
Family Contact	8	Regulation & Policy Issues	5
Food	17	Release	14
General Information	3	Release Planning	23
Grievance Procedure	1	Release Waiting Period	1
Law Enforcement Contact	7	Religion	2
Legal Matters	19	Restraint Report Follow-Up	1
Mail	2	Restraints	3
Medical	21	Revocation	1

RIR Follow-Up	25
RIR Follow-Up & New Issue(s)	6
Room Confinement	2
Room Confinement Report Follow-	1
Room Searches	3
Safety Concerns	6
Staff Complaint	12
Staff Misconduct	1
Stage Advancement	4
Step 3	4
Telephone	9
Transfer to Closer to Home	8
Transfer to DOCCS	2
Transfer to OCFS	1
Transfer to Secure Facility	1
Vocational Programs	1
Wellness Check	90
Wellness Check & New Issue(s)	42