

2023 Grievance/Appeal Summary Statistics

2023 Grievances/Appeals Submitted by Facility

Facility	Total Grievances Submitted	Total Appeals Submitted
Faribault	281	64
Lino Lakes	66	6
Oak Park Heights	159	55
Rush City	249	40
Red Wing	44	0
St. Cloud	119	16
Shakopee	22	4
Stillwater	331	77
Togo	0	0
Willow River/Moose Lake	121	34
Total	1,392	296

2023 Grievances Accepted by COMS Group/Type

COMS Group/Type	Count
Classification Other	1
Communications Other	1
Dental Denial of/Improper Dental Treatment	1
Dental Other	2
Dental Waiting List or Delay of Treatment	4
Dietary Conditions Kitchen/Dining	1

COMS Group/Type	Count
Dietary Food Quality	3
Dietary Food Quantity	3
Dietary Medical Diets	1
Dietary Other	6
Dietary Special Diets	3
Disciplinary Ad Seg Conditions	1
Disciplinary Ad Seg Request Protection	1
Disciplinary Other	1
Education Other	4
Education Post-Secondary Education (PSE)	2
Finance Canteen Services Products & Ops	1
Finance Cost of Confinement	1
Finance Inmate Accounts	2
Finance Other	2
Housing Housing Assignment (excpt SHU)	1
Housing Other	7
Housing Sanitation, Environmental Conditions	7
Legal Law Library - Access, Ref Materials	1
Legal Personal Legal Materials, Law Books	1
Mailings Correspond - Rejection or Confisc	1
Mailings Legal Mail	1
Mailings Other	9
Mailings Postage	2
Mailings Restricted Mail	1
Medical Access to/Delay in Rec Medical Care	11

COMS Group/Type	Count
Medical Bed Restriction	3
Medical Consultant Referrals, Rec	1
Medical Improper or Inadequate Medical Care	24
Medical Medical Co-pay	1
Medical Other	31
Medical Prescriptions, Medication	17
Mental Health Access to MH Treatment	4
Mental Health Other	3
Mental Health Other MH Matters	1
Mental Health Psychotropic or Other MH Meds	6
Personal Property Confiscation or Destruction	3
Personal Property Other	17
Programming Recreation, Leisure Activities	2
Programming Treatment Issues	2
Records Record Maintenance	1
Release Release Plans – Approval/Gratuity/Sup	1
Religion Other	1
Religion Rel Food - Spec Diet Approval, Meals	2
Religion Religious Programs - Access, Apparel	2
Sentencing Other	1
Staff Discrimination	9
Staff Harassment by Staff	9
Staff Other	43
Staff Unprof, Inapprop Conduct, Miscond	39
Staff Use of Force	3

COMS Group/Type	Count
Transfer Other	1
Visiting Visiting List	1
Visiting Visiting Time and Conditions	1
Work Institution Job, Assignment, complaint	2
Work MinnCor – Grade, Pay, Promo, Benef	1
Work Other	2
Work Performance Pay	1

2023 Grievances/Appeals Accepted by Facility

Facility	Total Grievances Accepted	Total Appeals Accepted
Faribault	33	21
Lino Lakes	4	1
Oak Park Heights	72	26
Rush City	22	10
Red Wing	44	0
St. Cloud	14	6
Shakopee	11	2
Stillwater	82	49
Togo	0	0
Willow River/Moose Lake	38	26
Total	320	141

2023 Grievances/Appeals Returned by Facility

Facility	Total Grievances Returned	Total Appeals Returned
Faribault	236	53
Lino Lakes	59	5

Facility	Total Grievances Returned	Total Appeals Returned
Oak Park Heights	80	36
Rush City	222	35
Red Wing	0	0
St. Cloud	105	12
Shakopee	10	4
Stillwater	248	53
Togo	0	0
Willow River/Moose Lake	82	16
Total	1,042	214

2023 Grievance Returns by Reason

Reason for Return	Total Grievances Returned
Didn't follow chain of command/documents not included	516
Issue can't be grieved (separate process)	132
No attachments/kites	63
DOC Policy cannot be grieved	45
Past 30 day filing period	30
Multiple issues	26
Issue resolved prior to grievance receipt/determination	25
Complaint or resolution unclear	19
No requested/proposed resolution	17
Submitted a grievance appeal to the facility Grievance Coordinator	8
Financial compensation request	7
Incorrect form or form not included	6
More than one additional page	5
Submitted to incorrect facility	1

2023 Appeal Returns by Reason

Reason for Return	Total Appeals Returned
Facility Grievance not accepted	53
No Facility Grievance	30
No requested/proposed resolution	20
Documents not included/list of documents not included	12
Does not meet fear for safety threshold	8
Multiple issues	6
Already appealed same issue	4
Past 21 day filing period	3
DOC Policy cannot be grieved	2
Issue resolved through grievance determination	2
Complaint or resolution unclear	1
Financial compensation request	1
Incorrect form or form not included	1
Issue resolved prior to grievance receipt/determination	1

2023 Grievance/Appeal Outcomes

Outcome	% of Grievance Outcomes	% of Appeal Outcomes
Affirmed	3%	1%
Affirmed with Modification	0%	1%
Dismissed	92%	94%
Dismissed with Modification	4%	3%

2023 Health Services Grievances by Facility

Facility	Count Health/Behavioral Health Services Grievances Submitted
Faribault	55
Lino Lakes	14
Oak Park Heights	48
Rush City	53
Red Wing	3
St. Cloud	16
Shakopee	8
Stillwater	37
Togo	0
Willow River/Moose lake	34