

2024 Grievance/Appeal Summary Statistics

2024 Grievances/Appeals Submitted by Facility

Facility	Total Grievances Submitted	Total Appeals Submitted
Faribault	308	70
Lino Lakes	112	9
Oak Park Heights	164	62
Rush City	204	34
Red Wing	10	0
St. Cloud	82	5
Shakopee	19	4
Stillwater	413	59
Togo	0	0
Willow River/Moose Lake	154	36
Total	1,466	279

2024 Grievances Accepted by COMS Group/Type

COMS Group/Type	Count
Classification Medical Release	1
Classification Other	2
Dental Denial of/Improper Dental Treatment	3
Dietary Food Quality	2
Dietary Quantity	1
Dietary Other	7

COMS Group/Type	Count
Disciplinary Ad Seg Request Protection	1
Disciplinary Disciplinary Violation Appeal	2
Disciplinary Other	6
Education Other	3
Finance Inmate Accounts	5
Housing Incompatibility	1
Housing Other	13
Housing Sanitation, Environmental Conditions	3
Legal Law Library - Access, Ref Materials	5
Legal Other	2
Legal Personal Legal Materials, Law Books	1
Legal Special/Legal Mail	1
Mailings Legal Mail	3
Mailings Other	5
Mailings Postage	2
Medical Access to/Delay in Rec Medical Care	5
Medical Bed Restriction	3
Medical Consultant Referrals, Rec	1
Medical Improper or Inadequate Medical Care	25
Medical Medical Co-pay	4
Medical Non-Med Rx Bed Boards/Diets/Layins	4
Medical Other	14
Medical Prescriptions, Medication	13
Medical Sick Call Procedures	1
Medical Work Restriction	2

COMS Group/Type	Count
Mental Health Access to MH Treatment	4
Mental Health Other	2
Mental Health Psychotropic or Other MH Meds	8
Personal Property Confiscation or Destruction	3
Personal Property Other	7
Personal Property Pers Clothing or Laundering	1
Programming Recreation, Leisure Activities	3
Programming Treatment Issues	1
Records Other	2
Religion Other	2
Religion Rel Food - Spec Diet Approval, Meals	2
Religion Religious Issues	1
Religion Religious Programs - Access, Apparel	4
Staff Discrimination	2
Staff Harassment by Staff	3
Staff Other	17
Staff Sexual Misconduct	1
Staff Unprof, Inapprop Conduct, Miscond	28
Staff Use of Force	3
Transfer Transfer for Program Participation	1
Work Institution Job, Assignment, complaint	2
Work Other	2

2024 Grievances/Appeals Accepted by Facility

Facility	Total Grievances Accepted	Total Appeals Accepted
Faribault	12	6
Lino Lakes	4	3
Oak Park Heights	73	42
Rush City	15	9
Red Wing	10	0
St. Cloud	13	3
Shakopee	11	1
Stillwater	64	25
Togo	0	0
Willow River/Moose Lake	44	19
Total	246	108

2024 Grievances/Appeals Returned by Facility

Facility	Total Grievances Returned	Total Appeals Returned
Faribault	295	68
Lino Lakes	102	7
Oak Park Heights	77	32
Rush City	170	24
Red Wing	0	0
St. Cloud	62	3
Shakopee	5	3
Stillwater	334	37
Togo	0	0
WR/ML	96	21
Total	1,141	195

2024 Grievance Returns by Reason

Reason for Return	Total Grievances Returned
Didn't follow chain of command/documents not included	346
Issue can't be grieved (separate process)	211
No attachments/kites	103
Did not meet emergency grievance threshold	80
DOC Policy cannot be grieved	68
Incorrect form or form not included	66
Complaint or resolution unclear	65
Past 30 day filing period	59
Multiple issues	42
Already grieved same issue	38
Issue resolved prior to grievance receipt/determination	23
DOC does not have authority over the issue/decision	22
Submitted a grievance appeal to the facility Grievance Coordinator	17
No requested/proposed resolution	13
Financial compensation request	11
Issue is still in resolution stage with chain of command	8
More than one additional page	1

2024 Appeal Returns by Reason

Reason for Return	Total Appeals Returned
No Facility Grievance	150
Incorrect form or form not included	11
Documents not included/list of documents not included	7
Past 21 day (or 30-day ADA) filing period	6
Facility Grievance not accepted	6

Reason for Return	Total Appeals Returned
Did not meet fear for safety threshold	4
Issue resolved through grievance determination	4
More than one additional page	2
Past 21 day filing period	2
Sent grievance packet to central office	1
DOC Policy cannot be grieved	1
No requested/proposed resolution	1
Multiple issues	1

2024 Grievance/Appeal Outcomes

Outcome	% of Grievance Outcomes	% of Appeal Outcomes
Affirmed	6%	1%
Affirmed with Modification	2%	0%
Dismissed	88%	95%
Dismissed with Modification	3%	4%

2024 Health Services Grievances by Facility

Facility	Count Health/Behavioral Health Services Grievances Submitted
Faribault	54
Lino Lakes	19
Oak Park Heights	40
Rush City	61
Red Wing	1
St. Cloud	9
Shakopee	6
Stillwater	73

Facility	Count Health/Behavioral Health Services Grievances Submitted
Togo	0
Willow River/Moose Lake	33