**Overview of Monthly Activity**

*The Bureau received 140 complaints during the month of November 2019.*

*148 complaints were closed (126 from GTL)*

 *65 were closed and not investigated after determining no violation exists in the matters*

*1 required more information to proceed with an investigation*

*48 were unsubstantiated due to no violation of policy and/or procedure existing*

*14 were referred back to the DOC*

*2 were closed due to lack of Bureau jurisdiction*

*83 complaints were investigated*

*1 assist was given (referred to the DOC for action even though the offender failed to attempt to resolve the matter with the facility previously)*

*10 complaints were substantiated (see below)*

*71 were unsubstantiated due to no violation of policy and/or procedure existing*

*2 were referred back to the DOC*

*2 were closed due to lack of Bureau jurisdiction*

*The Bureau also had 89 contacts for the month.*

**Substantiated Complaints & Recommendations to IDOC for Resolution**

**Substantiated**

**1. Plainfield Correctional Facility**

**Complaint Type** Clothing

**Complaint Summary** The offender complains that he needed a replacement order of state issued clothing.

**Basis for Claim** 02-01-104 Offender Grooming, Clothing, & Hygiene

**Investigative Summary** The Bureau contacted Deputy Warden Tricia Pretorius.

**Outcome** The offender was issued replacement clothing.

**Follow-up** No follow-up is necessary, as the offender received additional clothing.

**2. Westville Correctional Facility**

**Complaint Type** Food

**Complaint Summary** The offender complains that he is not receiving his kosher diet.

**Basis for Claim** Food Services 04-01-301

**Investigative Summary** The Bureau contacted Director of Religious Services, Dave Liebel.

**Outcome** The offender received his kosher diet.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**3. New Castle Correctional Facility**

**Complaint Type** Confinement Conditions

**Complaint Summary** The offender complains that their dorm does not have a barber, so no one has been able to get a haircut for over a month.

**Basis for Claim** Offender Grooming, Clothing, and Hygiene 02-01-104

**Investigative Summary** The Bureau contacted Deputy Warden Scott Fitch at the facility.

**Outcome** A barber was provided to the dorm.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**4. Westville Correctional Facility**

**Complaint Type** Work

**Complaint Summary** The offender complains that Aramark acknowledged that he was due back pay and corrected the number of hours, but not the amount of pay.

**Basis for Claim** Offender Assignment and Pay Schedules 02-01-106

**Investigative Summary** The Bureau contacted Administrative Assistant David Leonard at the facility.

**Outcome** The offender received the back pay due to him.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**5. Plainfield Correctional Facility**

**Complaint Type** Confinement Conditions

**Complaint Summary** The offender complains that he was put into a cell with a dirty mattress and he when he informed the officer he was told to clean it with toilet paper.

**Basis for Claim** Administrative Restrictive Housing Status 02-01-111

**Investigative Summary** The Bureau contacted Deputy Warden Tricia Pretorius.

**Outcome** The facility replaced the mattress and the issue was addressed with staff.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**6. Plainfield Correctional Facility**

**Complaint Type** Medical

**Complaint Summary** The offender complained that he was seen by medical and was supposed to have received a hernia belt, but never received it.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Healthcare Services who in turn contacted Mike Smith, Health Services QA Manager.

**Outcome** The offender received the hernia belt.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**7. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he had been seen by medical and was supposed to be receiving physical therapy, but had not received it yet.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Healthcare Services.

**Outcome** The offender received the physical therapy.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**8. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he needed to see medical regarding insulin.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Healthcare Services.

**Outcome** The offender was seen and treated further by the provider

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**9. Plainfield Correctional Facility**

**Complaint Type** Transfer

**Complaint Summary** The offender complained that his transfer should have been completed.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Tricia Pretorius, Deputy Warden.

**Outcome** The offender was transferred to BTC.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**10. Westville Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender filed a grievance to be issued a wheelchair.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Executive Director of Healthcare Services.

**Outcome** The offender was seen and treated further by the provider, wheelchair and physical therapy was recommended.

**Follow-up** No follow-up is necessary, as this matter has been addressed.

**Assist**

**1. Plainfield Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complained that he is suicidal.

**Basis for Claim** HCSD 4.06A Suicide and Self-Injury Prevention

**Investigative Summary** Contacted the Healthcare Services Director at the facility who in turn contacted mental health at the facility.

**Outcome** The offender’s concerns were properly addressed.