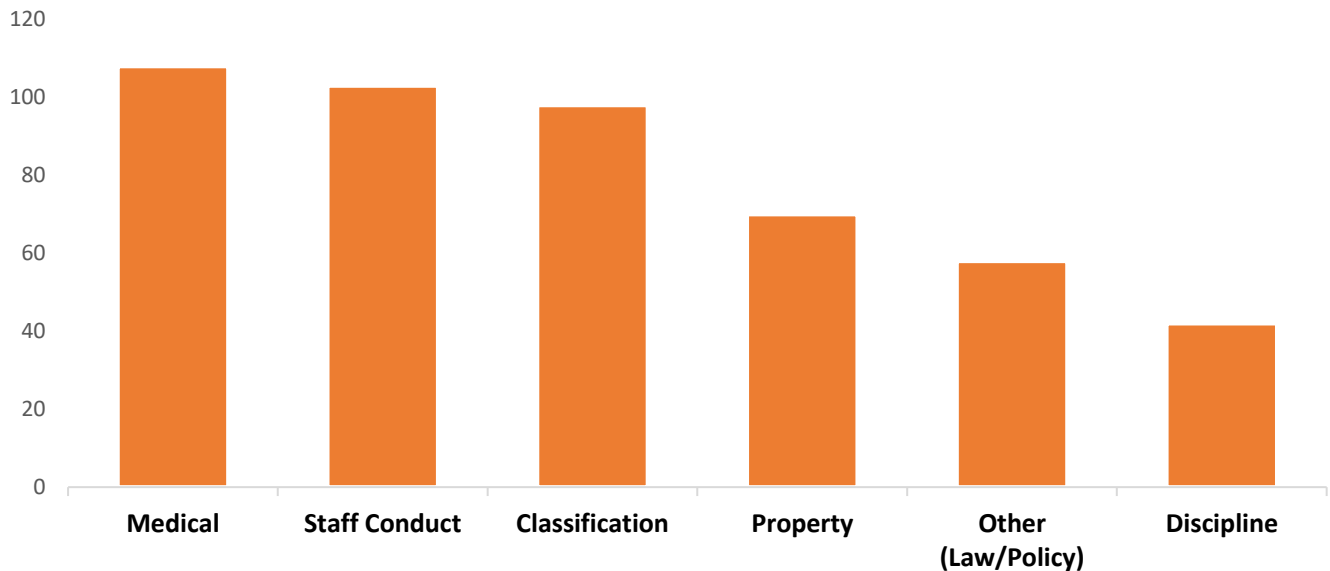


OFFICE OF CORRECTIONS OMBUDS

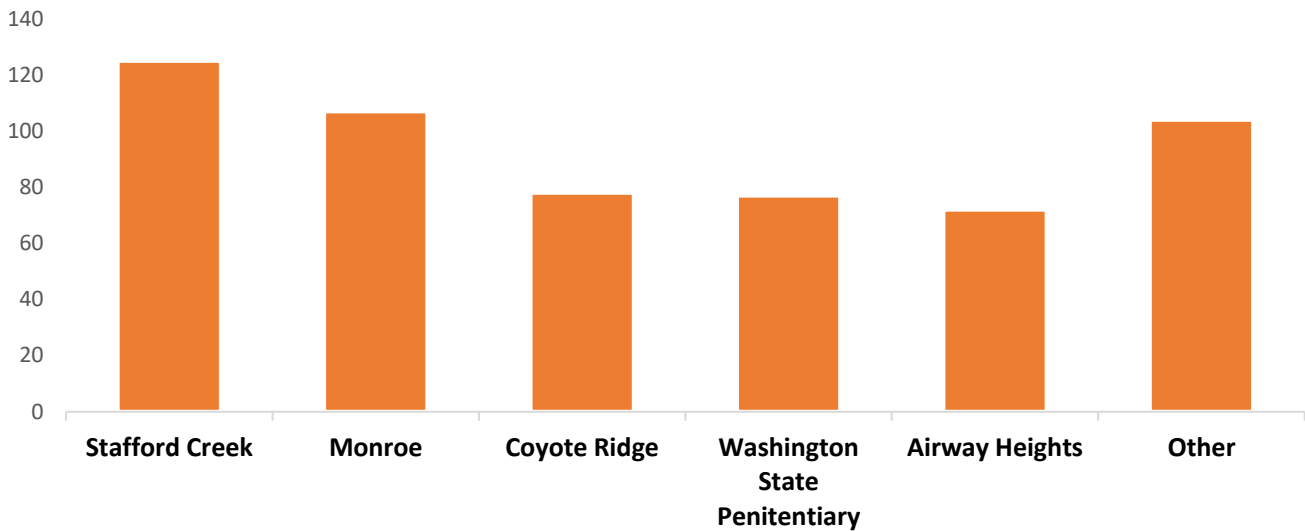
MARCH 2019

- 563 total complaints received.
- Medical, Staff Conduct, and Classification (including security classification and institutional/housing unit placement) were the top categories of complaint.
- Stafford Creek CC was the top institution from which OCO received complaints, followed by Monroe CC.
- Of the total complaints, 22% were closed with some assistance provided to the complainant, 37% were declined (for lack of jurisdiction or DOC had already rectified the issue at the time we looked into the complaint), and 41% are open or pending.
- Six formal investigations have been opened for allegations ranging from death, use of force, property loss, and failure to provide medical treatment.

Complaints by Top Categories



Complaints by Institution



Examples of OCO Work

- OCO worked collaboratively with DOC to revise the inmate drug testing policy to allow for confirmation tests of positive urinalyses.
- OCO conducted a survey of every inmate at WSP regarding the food and is currently working with Correctional Industries to find areas of improvement.
- OCO staff met with inmate tier reps at Coyote Ridge to determine complaints prior to a food strike.
- OCO is currently working with DOC and stakeholders to improve the quality of the inmate grievance procedure.
- OCO worked with DOC to ensure approval of an electrical training program for an inmate.
- OCO worked with DOC to ensure an inmate with a disability was able to access the library.
- OCO worked with DOC to obtain replacement glasses for an inmate.
- OCO worked with DOC to apply a missing 100 days to an inmate's sentence.

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