

# ACeS Inmate and Grievance Appeal Tracking System

## Categories and Subcategories

Category	Subcategory	Category	Subcategory
1. ADA	Accommodations Medical Equipment/Accessories	17. Out of Cell Activity	Frequent lockdowns Lack of Sundeck Not given out time Time allotted
2. Admin Booking	Bail Court Date Court Papers More Access to Court Release Date Release to Program Speedy Trial (1381 pc)	18. Outside Agency	
3. Classification	Dayroom Grouping Housing Security Level/Downclass	19. Phone	Broken phone Costly Overcharge Phone interrupted without warning Shortage of phones in module
4. Clothing/Laundry	Blanket exchange Lack of proper size Stained clothes Torn clothes Type of clothing	20. Policy/Rulebook	Outdated Violation
5. Commissary	Missing purchased items Order not processed Untimely reimbursements	21. PREA PRISON RAPE ELIMINATION ACT (Facility Badge staff, Other Badge staff, Custody Health staff, Civilian, Contractor, Outside Agencies, Transportation, Court staff)	Sexual Harassment Timeliness
6. Dental	Appointment not scheduled Care Delay in Emergency request Medication Pain	22. Programs (CASU, Reentry, PSP, WWP, RCP, Rehabilitation Program, Educational Program, Vocational Program, TSU/SLE)	Curriculum Denied Program Instructor Lack of Services/Classes Site Issue
7. Environmental Conditions	Air vents Cell/Dorm cleanliness Clogged toilets Dirty showers Lighting Mirror replacements Noise Pests Slow water flow Temperature Water temperature	23. Religious Services	Accommodation Diet Lack of services
8. Food Services	Diets Foreign Objects Missing food Seasonings Taste/Quality Temperature Variety	24. Searches	Cell search Pat search Strip search
9. Grievance Against Inmate	Does not want to be in same cell/unit Harassment Unruly Unsanitary	25. Staff Conduct & Behavior (Facility Badge staff, Other Badge staff, Custody Health staff, Civilian, Contractor, Outside Agencies, Transportation, Court staff)	Attentiveness Indifference Unprofessional Untimely response
10. Infraction/Disciplinary	Appeal hearing process Hearing decision Unwarranted infraction	26. Technology	Broken Ipod Broken TV TV Channel Varieties
11. Inmate Property	Missing Personal items Retrieve items from booked property	27. Use of Force (Facility Badge staff, Other Badge staff, Custody Health staff, Civilian, Contractor, Outside Agencies, Transportation, Court staff)	
12. Legal Services	Legal research Pro-Per Supplies	28. Visits	Availability Canceled Family denied/banned Unable to register Unable to visit
13. Mail	Legal mail Lost mail Magazine/Newspapers Mail tampered with Missing photos Returned mail Untimely processed mail	29. Not a Custody Related Issue or a Condition of Confinement	Not an actionable issue Referred to _____
14. Medical Services	Accommodations Appointments Care Diets Medication Pain	30. Jail Crimes	
15. Mental Health Services	Appointments Care Improper Diagnosis Medication	31. Positive Comments	
16. Other Inmate Services	Books Catholic Charities Copying Eyeglasses Notary Research/Information	32. Inmate Request	Admin Booking Classification Clothing Commissary Food Service Inmate Services Medial Mental Health Other Programs