#### Alouette Correctional Centre for Women

# Quarter Four Statistics - January 01 to March 31, 2017

			Substantiated	Substantiated	ı	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			110001700	OTHESSIVES		WILLIOUT DOCIDION	VOXULIOUS
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	2				1		
Classification - Temporary Absences	<del>                                     </del>						
Classification - Transfer	<del> </del>						
Clothing, footwear, bedding, hygiene items	<del>                                     </del>						
Complaint/Request Processing (non ISO)	<del>                                     </del>						
Correctional Centre Inconsistencies							
Court Order	<del>                                     </del>						
Disciplinary Hearing Process	+						
Disturbance	+						
Food Services	1						
Freedom of Information/Privacy/Confidentiality	<del>  '</del>						
Harassment - Discrimination							
Inmate Accounts	+						
ISO - Decision or Process							
Mail	1						
	<del>  '</del>						
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment	<u> </u>						
Other - Issues that do not fit into other categories	1						
Parole							
Personal Effects							
Physical Plant (living conditions)					1		
Program - Canteen					1		
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay	1				1		
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections			1				
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
relephone							

#### Ford Mountain Correctional Centre

## Quarter Four Statistics - January 01 to March 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate			nesoived	Onresolved		without Decision	vexatious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment		1					
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							

**Grand Total Written Complaints** 

## Fraser Regional Correctional Centre

## Quarter Four Statistics - January 01 to March 31, 2017

Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	
	Helellai	riesolved	Resolved	Unresolved	Onsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1				2		
Classification - Temporary Absences							
Classification - Transfer		1					
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services		1					
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access						1	
Medical - Medication - Treatment					2		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Optical  Medical - Physical - Access							
Medical - Physical - Access  Medical - Physical - Treatment	1				1		
Other - Issues that do not fit into other categories	<del>  '</del>				ı		
Parole							
Personal Effects		1	1				
Personal Effects		<u>'</u>	- 1				
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission					1		
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	2	3	1		6	1	
Total		3	1		0	1	

**Grand Total Written Complaints** 

1:

## Kamloops Regional Correctional Centre

## Quarter Four Statistics - January 01 to March 31, 2017

w a			Substantiated	Substantiated		Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services					1		
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail		1					
Medical - Dental - Access		·					
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			1				
Medical - Medication - Treatment  Medical - Mental Health - Access			'				
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Optical  Medical - Physical - Access							
Medical - Physical - Access  Medical - Physical - Treatment					1		
Other - Issues that do not fit into other categories	1				'		
Parole	<u>'</u>						
Personal Effects					1		
Physical Plant (living conditions)							
	1						
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre					2		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	2	1	1		5		

**Grand Total Written Complaints** 

#### Nanaimo Correctional Centre

# Quarter Four Statistics - January 01 to March 31, 2017

	1	1	Substantiated	Substantiated	I	Withdrawn/Closed	Erivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			riesolved	Officsolved		Without Decision	Vexalious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						
Classification - Temporary Absences	<del></del>						
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment	1				1		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects			1				
Physical Plant (living conditions)			1				
Program - Canteen					2		
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay					1		
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre					1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	2		2		5		
Total					5		

**Grand Total Written Complaints** 

#### North Fraser Pretrial Centre

## Quarter Four Statistics - January 01 to March 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved		Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/
Assault - Inmate on Inmate			nesolved	Unresolved		without Decision	Vexatious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1				3		
Classification - Temporary Absences	<del>- '</del>				3		
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services			1				
Freedom of Information/Privacy/Confidentiality	2						
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			1		1		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects					1		
Physical Plant (living conditions)					1		
Program - Canteen					'		
Program - Education							
Program - Exercise							
Program - Library Program - Recreation							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	3						
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	6		2		6		
lotai	0				0		

**Grand Total Written Complaints** 

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#### Okanagan Correctional Centre

## Quarter Four Statistics - January 01 to March 31, 2017

	T	I	Substantiated	Substantiated	1	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			riesolved	Onlesoived		Without Decision	Vexalious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer	<del> </del>						
Clothing, footwear, bedding, hygiene items	<del> </del>						
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order	1						
Disciplinary Hearing Process	<del>  '</del>						
Disturbance							
Food Services	-						
	<del>  '</del>						
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts		1					
ISO - Decision or Process							
Mail							
Medical - Dental - Access			1				
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			1				
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories	1						
Parole							
Personal Effects	2						
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise	1						
Program - Library	1						
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches	<del>                                     </del>						
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	2						
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	9	1	2				

**Grand Total Written Complaints** 

1

## Prince George Regional Correctional Centre

### Quarter Four Statistics - January 01 to March 31, 2017

Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
	Helellai	riesolved	Resolved	Unresolved	Orisubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	2	1					
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail					2		
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access		-					
Medical - Medication - Access  Medical - Medication - Treatment			1				
Medical - Medication - Treatment  Medical - Mental Health - Access			'				
Medical - Mental Health - Access  Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Optical  Medical - Physical - Access							
Medical - Physical - Access  Medical - Physical - Treatment							
Other Jesus that de pat fit into other estamatics							
Other - Issues that do not fit into other categories							
Parole Parole							
Personal Effects		1					
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise					1		
Program - Library							
Program - Recreation		1					
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1				1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4	3	1		4		
TOTAL	4	3	1		4		

**Grand Total Written Complaints** 

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### Surrey Pretrial Services Centre

## Quarter Four Statistics - January 01 to March 31, 2017

Writen Complaints Assault - Immate on Immate Assault - Immate on Staff Assault - Staff on Immate Classification - Placement/Stafus Classification - Trenporary Abeneous Complaint/Request Processing (non ISO) Correctional Centre Inconsistencies Court Order Disciplinary Hearing Process Court Order Disciplinary Hearing Process Disturbance Food Services 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				Outs at a set a se	Outratautiatad		I Mila duacen /Olaca del	Friendama/
Assault - Inmate on Istaff Assault - Staff on Inmate	Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
Assault - Immate on Staff	Assault - Inmate on Inmate			Nesolved	Officsolved		Without Decision	Vexalious
Assault - Staff on Inmate								
Classification - Placement/Status   3								
Classification - Temporary Absences		3		1				
Classification - Transfer		<del>                                     </del>		'				
Cioting, tootwear, bedding, hygiene items	Classification - Transfer							
Complaint/Request Processing (non ISO)								
Correctional Centre Inconsistencies	Complaint/Request Processing (non ISO)							
Court Order								
Disciplinary Hearing Process								
Disturbance								
Food Services								
Freedom of Information/Privacy/Confidentiality								
Harasment - Discrimination			<u>'</u>			<u>'</u>		
Immate Accounts   1   1   1   1   1   1   1   1   1								
ISO - Decision or Process								
Mail         Medical - Dental - Access           Medical - Dental - Treatment						<u> </u>		
Medical - Dental - Access         Medical - Dental - Treatment           Medical - Medication - Access         Medical - Medication - Treatment           Medical - Medication - Treatment         2           Medical - Mental Health - Access         Medical - Mental Health - Treatment           Medical - Mental Health - Treatment         Medical - Physical - Access           Medical - Physical - Access         Medical - Physical - Treatment           Other - Issues that do not fit into other categories         Parole           Personal Effects         2         3         2           Physical Plant (living conditions)         Program - Education         1           Program - Education         1         Program - Education           Program - Library         1         Program - Recreation           Program - Recligion         Program - Work/Pay         Program - Work/Pay           Record/Reports         9         Persorden           Remission         Searches         Searches           Searches         9         Searches           Staff - Correc						1		
Medical - Dental - Treatment         Medical - Medication - Access           Medical - Medication - Treatment         2           Medical - Mental Health - Access         Medical - Mental Health - Treatment           Medical - Optical         Medical - Physical - Treatment           Medical - Physical - Treatment         Medical - Physical - Treatment           Other - Issues that do not fit into other categories         Medical - Physical - Treatment           Other - Issues that do not fit into other categories         Description           Parole         Parole           Personal Effects         2         3         2           Physical Plant (living conditions)         Program - Education         1         Program - Education           Program - Education         1         Program - Education         Program - Library         Program - Library         Program - Rereation         Program - Wistray         Program - Religion         Program - Wistray         Program - Religion         Program - Wistray         Program - Wistray <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
Medical - Medication - Access         2           Medical - Medication - Treatment         2           Medical - Mental Health - Access								
Medical - Medication - Treatment         2           Medical - Mental Health - Access         ————————————————————————————————————								
Medical - Mental Health - Access         Medical - Optical           Medical - Optical								
Medical - Mental Health - Treatment         Medical - Optical           Medical - Optical         Medical - Physical - Access           Medical - Physical - Treatment         Medical - Physical - Treatment           Other - Issues that do not fit into other categories         Parole           Parole         Personal Effects           Personal Effects         2           Program - Living conditions         Program - Canteen           Program - Education         1           Program - Exercise         Program - Library           Program - Recreation         Program - Recreation           Program - Work/Pay         Program - Work/Pay           Record/Reports         Premission           Searches         Sentence Calculation           Staff - Correctional Centre         2           Staff - Court Services         Staff - Court Services           Staff - Health Care         Staff - General G				2				
Medical - Optical         (Medical - Physical - Access)           Medical - Physical - Treatment         (Medical - Physical - Treatment)           Other - Issues that do not fit into other categories         (Medical - Physical - Treatment)           Parole         (Medical - Physical - Treatment)           Personal Effects         (Medical - Physical - Treatment)           Program - Canteen         (Medical - Physical - Treatment) <td>Medical - Mental Health - Access</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Medical - Mental Health - Access							
Medical - Physical - Access         (a) Exercises           Medical - Physical - Treatment         (b) Exercises           Other - Issues that do not fit into other categories         (a) Exercises           Parole         (b) Exercises           Personal Effects         (c) Exercises           Program - Canteen         (c) Exercises           Program - Education         (c) Exercises           Program - Library         (c) Exercises           Program - Recreation         (c) Exercises           Program - Religion         (c) Exercises           Program - Work/Pay         (c) Exercises           Program - Work/Pay         (c) Exercises           Record/Reports         (c) Exercises           Remission         (c) Exercises           Sentence Calculation         (c) Exercises           Staff - Community Corrections         (c) Exercises           Staff - Count Services         (c) Exercises           Staff - Health Care         (c) Exercises           Telephone         (c) Exercises	Medical - Mental Health - Treatment							
Medical - Physical - Treatment         Other - Issues that do not fit into other categories           Parole         9           Personal Effects         2           Program - Canteen         1           Program - Education         1           Program - Exercise         9           Program - Library         9           Program - Recreation         9           Program - Work/Pay         9           Program - Work/Pay         9           Record/Reports         9           Remission         9           Searches         9           Sentence Calculation         9           Staff - Community Corrections         9           Staff - Correctional Centre         2           Staff - Health Care         9           Suicide         9           Telephone         9								
Other - Issues that do not fit into other categories         9arole           Personal Effects         2           Physical Plant (living conditions)         2           Program - Canteen         1           Program - Education         9           Program - Exercise         9           Program - Library         9           Program - Recreation         9           Program - Work/Pay         9           Program - Work/Pay         9           Record/Reports         9           Remission         9           Searches         9           Sentence Calculation         9           Staff - Community Corrections         9           Staff - Correctional Centre         2           Staff - Court Services         9           Staff - Health Care         9           Suicide         1           Telephone         1	Medical - Physical - Access							
Parsole         2         3         2           Physical Plant (living conditions)         1           Program - Canteen         1         1           Program - Education         1         1           Program - Exercise         9         1           Program - Library         9         1           Program - Recreation         9         1           Program - Religion         9         1           Program - Work/Pay         9         1           Record/Reports         9         1           Remission         9         1           Searches         9         1           Sentence Calculation         9         1           Staff - Community Corrections         1         2           Staff - Court Services         2         3           Staff - Court Services         3         2           Staff - Health Care         3         2           Suicide         1         1           Telephone         1         1	Medical - Physical - Treatment							
Parsole         2         3         2           Physical Plant (living conditions)         1           Program - Canteen         1         1           Program - Education         1         1           Program - Exercise         9         1           Program - Library         9         1           Program - Recreation         9         1           Program - Religion         9         1           Program - Work/Pay         9         1           Record/Reports         9         1           Remission         9         1           Searches         9         1           Sentence Calculation         9         1           Staff - Community Corrections         1         2           Staff - Court Services         2         3           Staff - Court Services         3         2           Staff - Health Care         3         2           Suicide         1         1           Telephone         1         1	Other - Issues that do not fit into other categories							
Physical Plant (living conditions)         1           Program - Canteen         1           Program - Education								
Program - Canteen         1           Program - Education	Personal Effects	2		3		2		
Program - Canteen         1           Program - Education	Physical Plant (living conditions)							
Program - Education         Program - Exercise           Program - Library         Program - Recreation           Program - Religion         Program - Visits           Program - Work/Pay         Program - Work/Pay           Record/Reports         Remission           Searches         Sentence Calculation           Staff - Community Corrections         Staff - Correctional Centre           Staff - Court Services         Staff - Health Care           Suicide         Telephone						1		
Program - Exercise         9								
Program - Library         9								
Program - Recreation	Program - Library							
Program - Religion	Program - Recreation							
Program - Visits	Program - Religion							
Program - Work/Pay	Program - Visits	<del>                                     </del>						
Record/Reports         8           Remission         8           Searches         9           Sentence Calculation         9           Staff - Community Corrections         9           Staff - Correctional Centre         2           Staff - Gourt Services         9           Staff - Health Care         9           Suicide         9           Telephone         9	Program - Work/Pay							
Remission         Searches           Sentence Calculation         Staff - Community Corrections           Staff - Correctional Centre         2           Staff - Court Services         Staff - Health Care           Staff - Health Care         Suicide           Telephone         Telephone	Record/Reports	-						
Searches         Sentence Calculation           Staff - Community Corrections         Staff - Correctional Centre           Staff - Court Services         2           Staff - Health Care         Staff - Health Care           Suicide         Telephone								
Sentence Calculation         Staff - Community Corrections           Staff - Correctional Centre         2           Staff - Court Services         5           Staff - Health Care         5           Suicide         5           Telephone         6		<del>                                     </del>						
Staff - Community Corrections Staff - Correctional Centre Staff - Court Services Staff - Health Care Suicide Telephone								
Staff - Correctional Centre         2           Staff - Court Services            Staff - Health Care            Suicide            Telephone		-						
Staff - Court Services         Staff - Health Care           Staff - Health Care         Suicide           Telephone         Suicide	,	-						
Staff - Health Care Suicide Telephone		-				2		
Suicide Telephone								
Telephone								
Total 5 1 6 8	I elepnone							
	Total	5	1	6		8		

**Grand Total Written Complaints** 

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### Vancouver Island Regional Correctional Centre

## Quarter Four Statistics - January 01 to March 31, 2017

	1	1	Substantiated	Substantiated	I	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			nesoiveu	Unitesolved		without Decision	vexalious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts					1		
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects					1		
Physical Plant (living conditions)					'		
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches					1		
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total					3		
10,01							

**Grand Total Written Complaints** 

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### Alouette Correctional Centre for Women

## Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
	- 101011		Resolved	Unresolved		without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay					1		
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	<del> </del>						
·					-		
Total					1		

**Grand Total Written Complaints** 

### Ford Mountain Correctional Centre

# Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
	neierrai	nesoiveu	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole	<del> </del>						
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Eddcation Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches Seleviation							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total							

## Fraser Regional Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

Weitten Commisients	Deferrel	Danahirad	Substantiated	Substantiated	Lineubatantiatad	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer	1	1			1		
Clothing, footwear, bedding, hygiene items					-		
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	-		-				
Inmate Accounts							
	-						
ISO - Decision or Process	1						
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment					1		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment			1		2		
Other - Issues that do not fit into other categories							
Parole							
Personal Effects	1	1			2		
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym					1		
Program - Library							
Program - Recreation	1						
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission					1		
Searches					<u>'</u>		
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Correctional Centre Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	3	2	1		8		

**Grand Total Written Complaints** 

### Kamloops Regional Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

Assault: Immate on Immate   Pessived   Willfold Decision   Veranous	Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/	]
Assault - Inmate on Staff	<u> </u>	Heleffal	Hesolved	Resolved	Unresolved	Orisubstantiated	without Decision	Vexatious	1
Assaut   Staff on Inmate									1
Classification - Placement/Status									1
Classification - Temporary Absences									]
Classification - Transfer   Clothing, footware, bedding, hyglene items   Complaint/Request Processing (non ISO)   Correctional Centre Inconsistencies   Court Order   Control Centre Inconsistencies   Court Order   Court Order		1				1			] 2
Ciothing, footwear, bedding, hygiene items									
Complaint/Request Processing (non ISO)									
Correctional Centre Inconsistencies   Court Order   Disciplinary Hearing Process   Disciplinary Hearing Process   Disturbance   Pood Services   Food Services   Tesedom of Information-Privacy/Confidentiality   Harassment - Discrimination   Inmate Accounts   Inmate Accounts   Islo - Decision or Process   Mail   Medical - Dental - Access   Medical - Dental - Treatment   Medical - Dental - Treatment   Medical - Medication - Access   Medical - Medication - Access   Medical - Medication - Treatment   Islo - Decision of Process   Islo - Decision of Is	Clothing, footwear, bedding, hygiene items								
Court Order									
Disciplinary Hearing Process   Disturbance   Food Services									
Disturbance									
Food Services   2	Disciplinary Hearing Process								
Freedom of Information/Privacy/Confidentiality	Disturbance								1
Harassment - Discrimination	Food Services	2		1		1			4
Harassment - Discrimination	Freedom of Information/Privacy/Confidentiality								
Inmate Accounts	Harassment - Discrimination								
ISO - Decision or Process									1
Mail   Medical - Dental - Access   Medical - Dental - Treatment   Medical - Medication - Access   Medical - Medication - Access   Medical - Medication - Treatment   Medical - Medication - Treatment   Medical - Medication - Treatment   Medical - Medical - Medical - Optical   Medical - Optical   Medical - Physical - Treatment   Medical - Physical - P									1
Medical - Dental - Access   Medical - Dental - Treatment   Medical - Medication - Access   Medical - Medication - Access   Medical - Medication - Treatment   1		1							1
Medical - Medication - Access   Medical - Medication - Access   Medical - Medication - Treatment   Medical - Medication - Treatment   Medical - Mental Health - Access   Medical - Mental Health - Access   Medical - Optical   Medical - Optical   Medical - Optical   Medical - Optical   Medical - Physical - Access   Medical - Physical - Treatment   Medical - Physical - - Physic	Medical - Dental - Access								
Medical - Medication - Access									1
Medical - Medication - Treatment   1   Medical - Mental Health - Access   Medical - Mental Health - Access   Medical - Optical   Medical - Optical   Medical - Optical   Medical - Optical   Medical - Physical - Access   Medical - Physical - Treatment   Medical - Physical - Physical - Treatment   Medical - Physical -									1
Medical - Mental Health - Access         Medical - Optical           Medical - Optical         Medical - Physical - Access           Medical - Physical - Treatment         Medical - Physical - Treatment           Other - Issues that do not fit into other categories         Parole           Personal Effects         Physical Plant (living conditions)           Program - Canteen         Program - Canteen           Program - Exercise/Yard/Gym         Program - Library           Program - Library         Program - Recreation           Program - Religion         1           Program - Visits         Program - Visits           Program - Visits         Program - Visits           Program - Work/Pay         Program - Visits           Program - Searches         2           Searches         2           Sentence Calculation         Staff - Community Corrections           Staff - Court Services         1           Staff - Court Services         Staff - Gourt Services           Staff - Health Care         Staff - Gourt Services           Telephone         1						1			1 1
Medical - Mental Health - Treatment   Medical - Optical   Medical - Physical - Access   Medical - Physical - Treatment   Medical - Me									1
Medical - Optical   Medical - Physical - Access   Medical - Physical - Treatment   Other - Issues that do not fit into other categories   Parole   Personal Effects   Physical Plant (Iving conditions)   Program - Canteen   Program - Education   Program - Education   Program - Exercise/Yard/Gym   Program - Exercise/Yard/Gym   Program - Recreation   Program - Recreation   Program - Religion   Program - Nork/Pay   Program - Variet   Program - Varie									1
Medical - Physical - Access         Medical - Treatment           Other - Issues that do not fit into other categories         9 and 1 an									1
Medical - Physical - Treatment         Other - Issues that do not fit into other categories           Parole         9           Personal Effects         9           Physical Plant (living conditions)         9           Program - Canteen         9           Program - Education         9           Program - Exercise/Yard/Gym         9           Program - Recreation         1           Program - Recreation         1           Program - Work/Pay         1           Record/Reports         9           Remission         9           Searches         2           Staff - Community Corrections         1           Staff - Correctional Centre         1           Staff - Court Services         9           Staff - Health Care         9           Suicide         1           Telephone         1									1
Other - Issues that do not fit into other categories           Parole           Personal Effects           Physical Plant (living conditions)           Program - Canteen           Program - Education           Program - Exercise/Yard/Gym           Program - Library           Program - Religion           Program - Religion           1           Program - Work/Pay           Record/Reports           Remission           Searches           Sentence Calculation           Staff - Community Corrections           Staff - Community Corrections           Staff - Cont Services           Staff - Found Services           Staff - Contested to the Contested of									1
Parsole         Personal Effects           Physical Plant (living conditions)         Program - Canteen           Program - Canteen         ————————————————————————————————————									
Personal Effects         Physical Plant (living conditions)           Program - Canteen         Program - Education           Program - Education         ————————————————————————————————————									1
Physical Plant (living conditions)   Program - Canteen   Program - Education   Program - Exercise/Yard/Gym   Program - Exercise/Yard/Gym   Program - Library   Program - Recreation   Program - Recreation   Program - Visits   Program - Visits   Program - Work/Pay   Program - Work/P									1
Program - Canteen         - Canteen           Program - Education         - Canteen           Program - Exercise/Yard/Gym         - Canteen           Program - Library         - Canteen           Program - Recreation         - Canteen           Program - Religion         - Canteen           Program - Work/Pay         - Canteen           Record/Reports         - Canteen           Remission         - Canteen           Searches         2           Sentence Calculation         - Canteen           Staff - Community Corrections         - Correctional Centre           Staff - Court Services         - Court Services           Staff - Health Care         - Canteen           Suicide         - Canteen           Telephone         1									1
Program - Education         Program - Exercise/Yard/Gym           Program - Library									1
Program - Exercise/Yard/Gym           Program - Library           Program - Recreation           Program - Religion           Program - Visits           Program - Work/Pay           Record/Reports           Remission           Searches         2           Sentence Calculation           Staff - Community Corrections           Staff - Court Services           Staff - Health Care           Suicide           Telephone           1									1
Program - Library         9	Program - Evereise/Vard/Gvm								1
Program - Recreation         1           Program - Religion         1           Program - Visits         9           Program - Work/Pay         9           Record/Reports         9           Remission         9           Searches         2           Searches         2           Sentence Calculation         1           Staff - Community Corrections         1           Staff - Correctional Centre         1           Staff - Health Care         1           Suicide         1           Telephone         1	Program - Library								1
Program - Religion         1           Program - Visits         1           Program - Work/Pay         1           Record/Reports         2           Remission         2           Searches         2           Sentence Calculation         3           Staff - Community Corrections         3           Staff - Correctional Centre         1           Staff - Health Care         3           Suicide         3           Telephone         1	Program - Recreation								1
Program - Visits           Program - Work/Pay           Record/Reports           Remission           Searches         2           Sentence Calculation           Staff - Community Corrections           Staff - Correctional Centre         1           Staff - Health Care           Suicide         1           Telephone         1						1			1 ,
Program - Work/Pay           Record/Reports           Remission           Searches         2           Sentence Calculation           Staff - Community Corrections           Staff - Correctional Centre         1           Staff - Court Services           Staff - Health Care           Suicide         1           Telephone         1						·			1 '
Record/Reports           Remission           Searches         2           Sentence Calculation           Staff - Community Corrections           Staff - Correctional Centre         1           Staff - Court Services           Staff - Health Care           Suicide           Telephone         1	Program - Work/Pay								1
Remission           Searches         2         1           Sentence Calculation         1         1           Staff - Community Corrections         1         1           Staff - Correctional Centre         1         1           Staff - Gourt Services         1         1           Staff - Health Care         1         1           Suicide         1         1           Telephone         1         1	Record/Reports								1
Searches         2         1           Sentence Calculation         1           Staff - Community Corrections         1           Staff - Correctional Centre         1           Staff - Court Services         1           Staff - Health Care         1           Suicide         1           Telephone         1		<u> </u>							1
Sentence Calculation Staff - Community Corrections Staff - Correctional Centre 1 Staff - Court Services Staff - Health Care Suicide Telephone 1		,				1			
Staff - Community Corrections Staff - Correctional Centre 1 Staff - Court Services Staff - Health Care Suicide Telephone 1		<del>                                     </del>				<del>                                     </del>			1 `
Staff - Correctional Centre         1           Staff - Court Services         1           Staff - Health Care         5uicide           Telephone         1		<del>                                     </del>			<del>                                     </del>	<del>                                     </del>			1
Staff - Court Services Staff - Health Care Suicide Telephone 1		1							∮ ,
Staff - Health Care Suicide Telephone 1		<del>  '</del>							1
Suicide Telephone 1		-							1
Telephone 1									1
Table 1		-							Ι.
Total 7 1 5 13	-								-
	Total	7		1		5			13

**Grand Total Written Complaints** 

### Nanaimo Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

Weither Occupations	Defermel	Darahaad	Substantiated	Substantiated	I la suda et sudi et sud	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services					1		
Freedom of Information/Privacy/Confidentiality					·		
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process	<del>                                     </del>		1				
Mail			'				
Medical - Dental - Access							
Medical - Dental - Access							
Medical - Medication - Access							
Medical - Medication - Access							
Medical - Medication - Treatment  Medical - Mental Health - Access							
Medical - Mental Health - Access  Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion	1						
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1		1		1		

**Grand Total Written Complaints** 

## North Fraser Pretrial Centre

## Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	3				1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process					1		
Disturbance							
Food Services					1		
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	<del>                                     </del>						
Inmate Accounts	<del> </del>					<del>                                     </del>	
ISO - Decision or Process							
Mail	<del>                                     </del>					<del>                                     </del>	
Medical - Dental - Access							
Medical - Dental - Access  Medical - Dental - Treatment			1				
Medical - Medication - Access			<u>'</u>				
		-					
Medical - Medication - Treatment		1					
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)			1				
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library	1						
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre					1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4	1	2		4		
Total	4	1			4		

**Grand Total Written Complaints** 

#### Okanagan Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Deferrel	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	5						
Freedom of Information/Privacy/Confidentiality	1						
Harassment - Discrimination	<del>                                     </del>						
Inmate Accounts							
ISO - Decision or Process	<del>                                     </del>						
Mail	5						
Medical - Dental - Access	<del>                                     </del>						
Medical - Dental - Treatment							
Medical - Medication - Access			1				
Medical - Medication - Access  Medical - Medication - Treatment	1	2			6		
Medical - Medication - Treatment  Medical - Mental Health - Access	<del>  '</del>				0		
Medical - Mental Health - Treatment	-						
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment	1				1		
Other - Issues that do not fit into other categories	<del>  '</del>						
Parole Parole							
Personal Effects	1		1				
Physical Plant (living conditions)	2						
Program - Canteen	-						
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion					1		
Program - Visits	1						
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	7	1	1				
Staff - Court Services							
Staff - Health Care							
Suicide	1						
Telephone	1						
Total	26	3	3		9		
Total	26	3	3		9		

**Grand Total Written Complaints** 

## Prince George Regional Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

	T		Substantiated	Substantiated		Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate	1				1		
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer					1		
Clothing, footwear, bedding, hygiene items					1		
Complaint/Request Processing (non ISO)					1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services			1				
Freedom of Information/Privacy/Confidentiality			<u> </u>				
Harassment - Discrimination	<u> </u>						
Inmate Accounts							
ISO - Decision or Process							
Mail	<u> </u>						
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access	1						
Medical - Medication - Access  Medical - Medication - Treatment	<u>'</u>						
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)					1		
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym			1		1		
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre			1		2		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone					1		
Total	2		3		9		
Iotai			3		9		

**Grand Total Written Complaints** 

### Surrey Pretrial Services Centre

# Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Deferrel	Dooglyad	Substantiated	Substantiated	Unaubstantiated	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items		1	1				
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	<del>                                     </del>						
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts					1		
ISO - Decision or Process	1				<del>                                     </del>		
Mail					1		
Medical - Dental - Access					-		
Medical - Dental - Access  Medical - Dental - Treatment	1				1		
Medical - Dental - Treatment  Medical - Medication - Access	1				1		
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		
Other - Issues that do not fit into other categories	1				1		
Parole							
Personal Effects					1		
Physical Plant (living conditions)							
Program - Canteen					1		
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1				1		
Staff - Court Services	<del>                                     </del>				<del>                                     </del>		
Staff - Health Care	1				<del>                                     </del>		
Suicide	+						
	-						
Telephone	1						
Total	4	1	1		9		

**Grand Total Written Complaints** 

## Vancouver Island Regional Correctional Centre

## Quarter One Statistics - April 01 to June 30, 2017

Written Complaints	Referral	Resolved	Substantiated		Unsubstantiated	Withdrawn/Closed	Frivolous/
Assault - Inmate on Inmate			Resolved	Unresolved		without Decision	Vexatious
Assault - Inmate on Inmate Assault - Inmate on Staff							
Assault - Staff on Inmate					4		
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			1				
Medical - Medicalion - Treatment  Medical - Mental Health - Access			'				
Medical - Mental Health - Access  Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre					1		
Staff - Court Services					·		
Staff - Health Care							
Suicide							
Telephone	1						
Total	1		1		2		

**Grand Total Written Complaints** 

#### Alouette Correctional Centre for Women

## Quarter <u>Two</u> Statistics - July 01 to September 30, 2017

			Substantiated	Substantiated		Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			riesolved	Officsolved		Without Decision	Vexalious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	1		1				
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1		1				

**Grand Total Written Complaints** 

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#### Ford Mountain Correctional Centre

## Quarter <u>Two</u> Statistics - July 01 to September 30, 2017

Written Complaints	Referral	Resolved	Substantiated		Unsubstantiated	Withdrawn/Closed	Frivolous/
Assault - Inmate on Inmate			Resolved	Unresolved		without Decision	Vexatious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences Classification - Transfer							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access			1				
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total			1				

## Fraser Regional Correctional Centre

### Quarter Two Statistics - July 01 to September 30, 2017

	1		Substantiated	Substantiated		Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			110001100	CHICCONCO		WILLIOUT DOGIOIOTI	VOXALIOGO
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					2		
Classification - Temporary Absences					_		
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	<u> </u>						
Inmate Accounts							
ISO - Decision or Process							
Mail	<del>                                     </del>						
Medical - Dental - Access							
Medical - Dental - Access  Medical - Dental - Treatment					1		
					<u> </u>		
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen					1		
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission	1				1		
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
•	4						
Total	1				6		

## Kamloops Regional Correctional Centre

### Quarter Two Statistics - July 01 to September 30, 2017

			Substantiated	Substantiated	I	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			110001100	CHICCOIVCG		Without Boolololi	VONATIONS
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer	1						
Clothing, footwear, bedding, hygiene items	·						
Complaint/Request Processing (non ISO)	1		1		1		
Correctional Centre Inconsistencies	·						
Court Order							
Disciplinary Hearing Process			1				
Disturbance			'				
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	-						
Inmate Accounts	-						
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		
Other - Issues that do not fit into other categories							
Parole							
Personal Effects	1				1		
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion					1		
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections	<b>—</b>						
Staff - Correctional Centre	4		1		2		
Staff - Court Services	+ 4		<u> </u>		-		
Staff - Health Care	<del>                                     </del>						
Suicide	-						
Telephone							
Total	7		3		6		

**Grand Total Written Complaints** 

### Nanaimo Correctional Centre

## Quarter <u>Two</u> Statistics - July 01 to September 30, 2017

	I		Substantiated	Substantiated		Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate			110001100	01110001100		Without Docioion	70/1000
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance	-						
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	<del>                                     </del>						
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Access  Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education	1						
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1				1		
10141	_				_		

#### North Fraser Pretrial Centre

### Quarter Two Statistics - July 01 to September 30, 2017

Written Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
	neierrai	nesolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	2						
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process	1						
Disturbance							
Food Services					1		
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts					2		
ISO - Decision or Process							
Mail							
Medical - Dental - Access			4				
Medical - Dental - Treatment			1				
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories	1				1		
Parole							
Personal Effects		1			1		
Physical Plant (living conditions)					1		
Program - Canteen					1		
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4	1	1		8		

**Grand Total Written Complaints** 

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## Okanagan Correctional Centre

## Quarter <u>Two</u> Statistics - July 01 to September 30, 2017

	I		Substantiated	Substantiated		Withdrawn/Closed	Frivolous/	
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious	
Assault - Inmate on Inmate			710001700	01110001100		Without Docioion	TOMORIOGO	
Assault - Inmate on Staff								
Assault - Staff on Inmate								
Classification - Placement/Status	1				2			
Classification - Temporary Absences	·				_			
Classification - Transfer								
Clothing, footwear, bedding, hygiene items					1			
Complaint/Request Processing (non ISO)					'			
Correctional Centre Inconsistencies								
Court Order								
Disciplinary Hearing Process	1							
Disturbance	<del>  '</del>							
Food Services	7		1					
Freedom of Information/Privacy/Confidentiality								
Harassment - Discrimination								
Inmate Accounts								
ISO - Decision or Process								
Mail	2							
Medical - Dental - Access								
Medical - Dental - Treatment								
Medical - Medication - Access								
Medical - Medication - Treatment					3			
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access	1			2	2			
Medical - Physical - Treatment			1		4			
Other - Issues that do not fit into other categories	1				1			
Parole								
Personal Effects	3							
Physical Plant (living conditions)								
Program - Canteen	1							
Program - Education	<del>- '</del>							
Program - Exercise		<del> </del>						
Program - Library								
Program - Recreation	<del>                                     </del>				1			
Program - Religion	2				<u>'</u>			
Program - Visits	-							
Program - Work/Pay	1							
	<del>  '</del>							
Record/Reports								
Remission								
Searches								
Sentence Calculation								
Staff - Community Corrections	_							
Staff - Correctional Centre	3				4			
Staff - Court Services								
Staff - Health Care								
Suicide								
Telephone	2							
Total	25		2	2	18			4

## Prince George Regional Correctional Centre

### Quarter Two Statistics - July 01 to September 30, 2017

	I	I	Substantiated	Substantiated	I	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process	1						
Disturbance	·						
Food Services					1		
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts	<del>                                     </del>						
ISO - Decision or Process	<del>                                     </del>						
Mail							
Medical - Dental - Access							
Medical - Dental - Access  Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		
Other - Issues that do not fit into other categories	1				1		
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
· ·							
Total	2				4		

**Grand Total Written Complaints** 

## Surrey Pretrial Services Centre

### Quarter Two Statistics - July 01 to September 30, 2017

Writton Complaints	Referral	Resolved	Substantiated	Substantiated	Unsubstantiated	Withdrawn/Closed	Frivolous/
Written Complaints	Referral	Resolved	Resolved	Unresolved	Unsubstantiated	without Decision	Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1				2		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)	2				1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality					2		
Harassment - Discrimination					_		
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access			1				
Medical - Medication - Access  Medical - Medication - Treatment			<u>'</u>		1		
Medical - Medication - Treatment  Medical - Mental Health - Access					'		
Medical - Mental Health - Access  Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Optical Medical - Physical - Access					2		
Medical - Physical - Access  Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen		-					
Program - Education		1					
Program - Exercise							
Program - Library	1						
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4	1	1		8		

**Grand Total Written Complaints** 

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## Vancouver Island Regional Correctional Centre

### Quarter Two Statistics - July 01 to September 30, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Access  Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Medication - Treatment  Medical - Mental Health - Access							
Medical - Mental Health - Treatment					2		
Medical - Optical					1		
Medical - Physical - Access					1		
Medical - Physical - Treatment					4		
Other - Issues that do not fit into other categories					1		
Parole Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education					1		
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches					1		
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1						
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1				7		

#### Alouette Correctional Centre for Women

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Other - Issues that do not fit into other categories							
Parole		_					
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen		_					
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1				1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1				1		

**Grand Total Written Complaints** 

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#### Ford Mountain Correctional Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total							

### Fraser Regional Correctional Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate	<del>                                     </del>		nesoiveu	Officsolved		Without Decision	vexalious
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						
Classification - Temporary Absences	·						
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts	<del>                                     </del>						
ISO - Decision or Process							
Mail							
Other - Issues that do not fit into other categories	1						
Parole	<del>  '</del>						
Personal Effects					1		
Physical Plant (living conditions)	<del>                                     </del>				<u>'</u>		
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library	1						
Program - Recreation	<del>  '</del>						
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports	-						
Remission	<del>                                     </del>				3		
Searches	<del>                                     </del>				1		
Sentence Calculation	<del> </del>				<u>'</u>		
Staff - Community Corrections							
Staff - Correctional Centre	<del>                                     </del>	1					
Staff - Court Services	<del> </del>	<del>  '</del>					
Staff - Health Care	<del>                                     </del>						
Suicide	<del>                                     </del>						
Telephone	<del>                                     </del>				1		
<del>- '</del> -					-		
Total	3	1			7		

**Grand Total Written Complaints** 

## Kamloops Regional Correctional Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate			110001100	OTHICOCITCO		Without Decision	VOXALIOGO
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	2				1		
Classification - Temporary Absences	_						
Classification - Transfer	1						
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process	1						
Mail	<del>- '</del>						
Other - Issues that do not fit into other categories							
Parole							
Personal Effects	1						
Physical Plant (living conditions)	<del>                                     </del>						
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	2						
Staff - Court Services	-						
Staff - Health Care							
Suicide	<del>                                     </del>						
Telephone							
Total	7						
I otal	7				2		

**Grand Total Written Complaints** 

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#### Nanaimo Correctional Centre

## Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate			riosolved	Officacived		WILLIOUS DECISION	VOXALIOUS
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status							
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts	<del>                                     </del>						
ISO - Decision or Process	<del>                                     </del>						
Mail							
Other - Issues that do not fit into other categories	<del> </del>						
Parole	<del>                                     </del>						
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen	<u> </u>						
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay					1		
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total					1		

**Grand Total Written Complaints** 

#### North Fraser Pretrial Centre

## Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate	1						
Classification - Placement/Status						1	
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail	1						
Other - Issues that do not fit into other categories	·						
Parole							
Personal Effects	2		1				
Physical Plant (living conditions)					2		
Program - Canteen					_		
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4		4		2	1	
Total	4		1		2	1	

**Grand Total Written Complaints** 

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### Okanagan Correctional Centre

## Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate					1		
Classification - Placement/Status	1						
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items		1					
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services		1				1	
Freedom of Information/Privacy/Confidentiality	1						
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail	1		1		1		
Other - Issues that do not fit into other categories							
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen	1						
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1	1			1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	5	3	1		3	1	

**Grand Total Written Complaints** 

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### Prince George Regional Correctional Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate			110001100	OTHICOCITCO		Without Decision	VOXALIOGO
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status		1					
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Other - Issues that do not fit into other categories							
Parole							
Personal Effects		1					
Physical Plant (living conditions)		<del>- '</del>					
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total							
lotai		2					

**Grand Total Written Complaints** 

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### Surrey Pretrial Services Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate			ricsolved	Officacived		WILLIOUS DECISION	v GAGUUG
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	4				1		
Classification - Temporary Absences	<u> </u>						
Classification - Transfer	1					3	
Clothing, footwear, bedding, hygiene items	<u> </u>	1					
Complaint/Request Processing (non ISO)			1				
Correctional Centre Inconsistencies			<u> </u>				
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process					1		
Mail	3				'		
Other - Issues that do not fit into other categories	3				1		
Parole					<u>'</u>		
Personal Effects					1		
Physical Plant (living conditions)							
Program - Canteen	1						
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation		2					
Program - Religion		_					
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	5				1		
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone					1		
Total	17	3	1		6	3	

**Grand Total Written Complaints** 

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## Vancouver Island Regional Correctional Centre

### Quarter Three Statistics - October 01 to December 31, 2017

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status					1		
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services							
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Other - Issues that do not fit into other categories							
Parole		_					
Personal Effects			1		2		
Physical Plant (living conditions)							
Program - Canteen		_					
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Recreation  Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches Coloulation							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total			1		3		

**Grand Total Written Complaints** 

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