

Alouette Correctional Centre for Women

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Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/Vexatious	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								
Assault - Inmate on Staff								
Assault - Staff on Inmate								
Classification - Placement/Status	2				1			3
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	1							1
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	1							1
Parole								
Personal Effects								
Physical Plant (living conditions)					1			1
Program - Canteen					1			1
Program - Education								
Program - Exercise								
Program - Library								
Program - Recreation								
Program - Religion								
Program - Visits								
Program - Work/Pay	1				1			2
Record/Reports								
Remission								
Searches								
Sentence Calculation								
Staff - Community Corrections			1					1
Staff - Correctional Centre								
Staff - Court Services								
Staff - Health Care								
Suicide								
Telephone								
Total	6		1		4			11

Grand Total Written Complaints

11

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Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious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							
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							
Total		1					

Grand Total Written Complaints

1

Fraser Regional 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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1				2		3
Classification - Temporary Absences							
Classification - Transfer		1					1
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						1	1
Medical - Medication - Treatment					2		2
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment	1				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							
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							
Total	2	3	1		6	1	13

Grand Total Written Complaints
13

Kamloops Regional Correctional Centre

Quarter *Four* Statistics – January 01 to March 31, 2017

<u>Written Complaints</u>	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					1		1
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail		1					1
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					1		1
Other - Issues that do not fit into other categories	1						1
Parole							
Personal Effects					1		1
Physical Plant (living conditions)							
Program - Canteen	1						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					2		2
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	2	1	1		5		9

Grand Total Written Complaints

9

Nanaimo 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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						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				1		2
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				1
Physical Plant (living conditions)			1				1
Program - Canteen					2		2
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							
Staff - Correctional Centre					1		1
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	2		2		5		9

Grand Total Written Complaints

9

North Fraser Pretrial 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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1				3		4
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	2						2
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			1		1		2
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		1
Physical Plant (living conditions)					1		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	3						3
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	6		2		6		14

Grand Total Written Complaints

14

Okanagan 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							
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		1					
Disciplinary Hearing Process							
Disturbance							
Food Services		1					
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							
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
12

Prince George Regional 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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						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					3
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail					2		2
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					1
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise					1		1
Program - Library							
Program - Recreation		1					1
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1				1		2
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	4	3	1		4		12

Grand Total Written Complaints

12

Surrey Pretrial Services 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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	3		1				4
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		2
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts					1		1
ISO - Decision or Process					1		1
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment			2				2
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	2		3		2		7
Physical Plant (living conditions)							
Program - Canteen					1		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					2		2
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	5	1	6		8		20

Grand Total Written Complaints

20

Vancouver Island Regional 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							
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 - 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		

Grand Total Written Complaints

3

Alouette Correctional Centre for Women

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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							
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							
Total					1		

Grand Total Written Complaints

1

Ford Mountain Correctional Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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							
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							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre							
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total							

Grand Total Written Complaints

Fraser Regional Correctional Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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	1	1			1		3
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			1		2		3
Other - Issues that do not fit into other categories							
Parole							
Personal Effects	1	1			2		4
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym					1		1
Program - Library							
Program - Recreation	1						1
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							
Total	3	2	1		8		14

Grand Total Written Complaints

14

Kamloops Regional Correctional Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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				1		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	2		1		1		4
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							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion					1		1
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches	2				1		3
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1						1
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	1						1
Total	7		1		5		13

Grand Total Written Complaints

13

Nanaimo Correctional Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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					1		1
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process			1				1
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	1						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		3

Grand Total Written Complaints

3

North Fraser Pretrial Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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		4
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)							
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process					1		1
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			1				1
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							
Physical Plant (living conditions)			1				1
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library	1						1
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	4	1	2		4		11

Grand Total Written Complaints

11

Okanagan Correctional Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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						1
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		1
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	5						5
Freedom of Information/Privacy/Confidentiality	1						1
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail	5						5
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access			1				1
Medical - Medication - Treatment	1	2			6		9
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		1
Other - Issues that do not fit into other categories	1						1
Parole							
Personal Effects	1		1				2
Physical Plant (living conditions)	2						2
Program - Canteen							
Program - Education							
Program - Exercise/Yard/Gym							
Program - Library							
Program - Recreation							
Program - Religion					1		1
Program - Visits	1						1
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	7	1	1				9
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	1						1
Total	26	3	3		9		41

Grand Total Written Complaints
41

Prince George Regional Correctional 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	1				1			2
Assault - Inmate on Staff								
Assault - Staff on Inmate								
Classification - Placement/Status								
Classification - Temporary Absences								
Classification - Transfer					1			1
Clothing, footwear, bedding, hygiene items					1			1
Complaint/Request Processing (non ISO)					1			1
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	1							1
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)					1			1
Program - Canteen								
Program - Education								
Program - Exercise/Yard/Gym			1		1			2
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			3
Staff - Court Services								
Staff - Health Care								
Suicide								
Telephone					1			1
Total	2		3		9			14

Grand Total Written Complaints

14

Surrey Pretrial Services Centre

Quarter One Statistics – April 01 to June 30, 2017

<u>Written Complaints</u>	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		1
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items		1	1				2
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		1
ISO - Decision or Process							
Mail					1		1
Medical - Dental - Access							
Medical - Dental - Treatment	1				1		2
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment					1		1
Other - Issues that do not fit into other categories	1				1		2
Parole							
Personal Effects					1		1
Physical Plant (living conditions)							
Program - Canteen					1		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		2
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	1						1
Total	4	1	1		9		15

Grand Total Written Complaints
15

Vancouver Island Regional Correctional 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					1		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				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)							
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		1
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	1						1
Total	1		1		2		4

Grand Total Written Complaints

4

Alouette Correctional Centre for Women

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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	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

2

Ford Mountain Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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							
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				

Grand Total Written Complaints

1

Fraser Regional Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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					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							
Inmate Accounts							
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
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					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							
Total	1				6		

Grand Total Written Complaints

7

Kamloops Regional Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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		1					1
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)	1		1		1		3
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process			1				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		1
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							
Program - Library							
Program - Recreation							
Program - Religion					1		1
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	4		1		2		7
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	7		3		6		16

Grand Total Written Complaints

16

Nanaimo Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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 - 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		

Grand Total Written Complaints

2

North Fraser Pretrial Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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	2						2
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		1
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process	1						1
Disturbance							
Food Services					1		1
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts					2		2
ISO - Decision or Process							
Mail							
Medical - Dental - Access							
Medical - Dental - Treatment			1				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		2
Parole							
Personal Effects		1			1		2
Physical Plant (living conditions)					1		1
Program - Canteen					1		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		14

Grand Total Written Complaints

14

Okanagan Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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				2		3
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	1						1
Disturbance							
Food Services	7		1				8
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination							
Inmate Accounts							
ISO - Decision or Process							
Mail	2						2
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment					3		3
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access	1			2	2		5
Medical - Physical - Treatment			1		4		5
Other - Issues that do not fit into other categories	1				1		2
Parole							
Personal Effects	3						3
Physical Plant (living conditions)							
Program - Canteen	1						1
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation					1		1
Program - Religion	2						2
Program - Visits							
Program - Work/Pay	1						1
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	3				4		7
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone	2						2
Total	25		2	2	18		47

Grand Total Written Complaints

47

Prince George Regional Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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		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						1
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					1		1
Other - Issues that do not fit into other categories	1				1		2
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		6

Grand Total Written Complaints

6

Surrey Pretrial Services Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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			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 - Treatment					1		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access					2		
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories							1
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		1

Grand Total Written Complaints

15

Vancouver Island Regional Correctional Centre

Quarter Two Statistics – July 01 to September 30, 2017

<u>Written Complaints</u>	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		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							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment					2		2
Medical - Optical							
Medical - Physical - Access					1		1
Medical - Physical - Treatment							
Other - Issues that do not fit into other categories					1		1
Parole							
Personal Effects							
Physical Plant (living conditions)							
Program - Canteen							
Program - Education					1		1
Program - Exercise							
Program - Library							
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches					1		1
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	1						1
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	1				7		8

Grand Total Written Complaints

8

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		

2

2

Grand Total Written Complaints

2

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							

Grand Total Written Complaints

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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	1						1
Classification - Temporary Absences							
Classification - Transfer							
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		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							
Mail							
Other - Issues that do not fit into other categories	1						1
Parole							
Personal Effects					1		1
Physical Plant (living conditions)							
Program - Canteen							
Program - Education							
Program - Exercise							
Program - Library	1						1
Program - Recreation							
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission					3		3
Searches					1		1
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre		1					1
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone					1		1
Total	3	1			7		11

Grand Total Written Complaints

11

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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	2				1		3
Classification - Temporary Absences							
Classification - Transfer	1						1
Clothing, footwear, bedding, hygiene items							
Complaint/Request Processing (non ISO)					1		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						1
Mail							
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							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	2						2
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone							
Total	7				2		9

Grand Total Written Complaints

9

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							
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					1		
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

1

North Fraser Pretrial Centre

Quarter Three Statistics – October 01 to December 31, 2017

<u>Written Complaints</u>	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		1		2	1	

1
1

1

3
2

8

Grand Total Written Complaints

8

Okanagan Correctional Centre

Quarter Three Statistics – October 01 to December 31, 2017

<u>Written Complaints</u>	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			1
Classification - Placement/Status	1							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		1				1		2
Freedom of Information/Privacy/Confidentiality	1							1
Harassment - Discrimination								
Inmate Accounts								
ISO - Decision or Process								
Mail	1		1		1			3
Other - Issues that do not fit into other categories								
Parole								
Personal Effects								
Physical Plant (living conditions)								
Program - Canteen	1							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			3
Staff - Court Services								
Staff - Health Care								
Suicide								
Telephone								
Total	5	3	1		3	1		13

Grand Total Written Complaints

13

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							
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)							
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					

Grand Total Written Complaints

2

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							
Assault - Inmate on Staff							
Assault - Staff on Inmate							
Classification - Placement/Status	4				1		5
Classification - Temporary Absences							
Classification - Transfer	1					3	4
Clothing, footwear, bedding, hygiene items		1					1
Complaint/Request Processing (non ISO)			1				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		1
Mail	3						3
Other - Issues that do not fit into other categories	3				1		4
Parole							
Personal Effects					1		1
Physical Plant (living conditions)							
Program - Canteen	1						1
Program - Education							
Program - Exercise							
Program - Library							
Program - Recreation		2					2
Program - Religion							
Program - Visits							
Program - Work/Pay							
Record/Reports							
Remission							
Searches							
Sentence Calculation							
Staff - Community Corrections							
Staff - Correctional Centre	5				1		6
Staff - Court Services							
Staff - Health Care							
Suicide							
Telephone					1		1
Total	17	3	1		6	3	30

Grand Total Written Complaints

30

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 - 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		3		

Grand Total Written Complaints

4