



Centre	ACCW
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Complaints January 1, 2019 to December 31, 2019	Referral	Unsubstantiated	Grand Total
Food/Dietary		1	1
Outside ISO's Mandate/Referral	1		1
Remission		1	1
Separate Confinement	1		1
Staff Behaviour		2	2
Visitation	1		1
Grand Total	3	4	7



Centre	FMCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Unsubstantiated	Grand Total
Personal Effects		1	1
Telephone	1		1
Grand Total	1	1	2



Centre

FRCC

Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Cell Effects			1	1
Centre/Security Classification			1	1
CORNET & Records Management			1	1
ISO - Decision or Process	1			1
Legal, FOI, and Confidentiality	1			1
Personal Effects	1			1
Program - Education, Library, and ESS		1		1
Unit Placement/Population Designation	1			1
Grand Total	4	1	3	8



Centre	KRCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Canteen			1	1
Cell Effects	1	2	1	4
CORNET & Records Management	1			1
Living Conditions (Physical Plant)	1			1
Mail	1		1	2
Mental Health and Self Harm	1			1
Personal Effects			1	1
Program - Work, Pay, and Vocational			1	1
Searches			1	1
Separate Confinement	1			1
Staff Behaviour	1			1
Supported Integration Placement	2			2
Transfer/Transit			1	1
Trust Accounts	1		1	2
Violent Incidents	2			2
Grand Total	12	2	8	22



Centre	NCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Grand Total
Disciplinary Hearing Process	1	1	2
Grand Total	1	1	2



Centre	NFPC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Accessibility/Equity			1	1
Cell Effects			1	1
Cell Sharing			1	1
Clothing, Bedding, and Hygiene	1		3	4
CORNET & Records Management	3	1		4
Disciplinary Hearing Process	2	1		3
Food/Dietary	1			1
Healthcare - Out of Scope	1			1
Living Conditions (Physical Plant)		2		2
Mail		1	1	2
Mental Health and Self Harm	1			1
Outside ISO's Mandate/Referral	1			1
Personal Effects		1		1
Searches	2		1	3
Time Out of Cell			1	1
Unit Placement/Population Designation			2	2
Violent Incidents	1			1
Grand Total	13	6	11	30



Centre	OCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Canteen		1			1
Cell Effects	1	1	1		3
Complaint/Request Process (non ISO)	1				1
Disciplinary Hearing Process	2				2
Food/Dietary	1	1			2
Healthcare - Out of Scope	1				1
ISO - Decision or Process	1				1
Living Conditions (Physical Plant)	1	1			2
Mail	2		1		3
Program - Education, Library, and ESS	1				1
Program - Work, Pay, and Vocational			2		2
Remission		1			1
Separate Confinement				1	1
Staff Behaviour	2	1			3
Telephone	1				1
Time Out of Cell	1		2		3
Transfer/Transit	1	9	1		11
Use of Force	4				4
Violent Incidents			1		1
Grand Total	20	15	8	1	44



Centre	PGRCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy			1	1
Cell Effects		1	2	3
Complaint/Request Process (non ISO)			1	1
Disciplinary Hearing Process	1			1
Food/Dietary			3	3
Legal, FOI, and Confidentiality	1		1	2
Living Conditions (Physical Plant)			1	1
Mail	1			1
Searches	2		1	3
Separate Confinement			1	1
Time Out of Cell	1		1	2
Transfer/Transit			1	1
Use of Force	1		1	2
Grand Total	7	1	14	22



Centre	SPSC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Accessibility/Equity			3	3
Bullying, Harassment, and Privacy			1	1
Canteen	1	1		2
Cell Effects			2	2
Clothing, Bedding, and Hygiene			1	1
Food/Dietary	1	7	2	10
Legal, FOI, and Confidentiality		1		1
Mail			2	2
Medication	1			1
Mental Health and Self Harm	1			1
Personal Effects			1	1
Program - Exercise, Gym, and Yard			1	1
Program - Religion and Spirituality			1	1
Program - Work, Pay, and Vocational	2	1		3
RLC, TC, and RLU			2	2
Searches			1	1
Separate Confinement	1		1	2
Staff Behaviour			3	3
Telephone			1	1
Use of Force	2		4	6
Grand Total	9	10	26	45



Centre	VIRCC
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Complaints January 1, 2019 to December 31, 2019	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Canteen	1		1	2
Cell Effects			1	1
Cell Sharing			1	1
Complaint/Request Process (non ISO)			1	1
Food/Dietary			1	1
Healthcare		1		1
ISO - Decision or Process	1			1
Living Conditions (Physical Plant)			1	1
Mental Health and Self Harm	1			1
Personal Effects			2	2
Program - Education, Library, and ESS			1	1
Separate Confinement		1		1
Staff Behaviour			2	2
Time Out of Cell	1	1	1	3
Unit Placement/Population Designation		1		1
Use of Force			1	1
Grand Total	4	4	13	21



Centre	ACCW
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Appeal Decisions January 1, 2019 to December 31, 2019	Total
Decision & penalty confirmed - CAR 29(4)(a)	4
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	2
Grand Total	6



Centre	FRCC
Appeal Decisions January 1, 2019 to December 31, 2019	
Closed Not Submitted Within 7 Days 29(1)	1
Closed without decision 29(4)	2
Decision & penalty confirmed - CAR 29(4)(a)	19
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	6
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	29



Centre	KRCC
Appeal Decisions January 1, 2019 to December 31, 2019	Total
Decision & penalty confirmed - CAR 29(4)(a)	3
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	3
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	7



Centre	NCC
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Appeal Decisions January 1, 2019 to December 31, 2019	Total
Decision & penalty confirmed - CAR 29(4)(a)	1
Grand Total	1



Centre	NFPC
Appeal Decisions January 1, 2019 to December 31, 2019	
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	19
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	2
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	6
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	3
Grand Total	31



Centre	OCC
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Appeal Decisions January 1, 2019 to December 31, 2019	Total
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	19
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	6
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	28



Centre	PGRCC
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Appeal Decisions January 1, 2019 to December 31, 2019	Total
Decision & penalty confirmed - CAR 29(4)(a)	21
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	5
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	4
Grand Total	30



Centre	SPSC
Appeal Decisions January 1, 2019 to December 31, 2019	
Closed Not Submitted Within 7 Days 29(1)	1
Decision & penalty confirmed - CAR 29(4)(a)	16
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	10
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	3
Grand Total	31



Centre	VIRCC
Appeal Decisions January 1, 2019 to December 31, 2019	
Decision & penalty confirmed - CAR 29(4)(a)	7
Grand Total	7



Centre	ACCW
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Mail	1			1
Mental Health and Self Harm	1			1
Program - Work, Pay, and Vocational		1		1
Visitation			1	1
Grand Total	2	1	1	4



Centre	FRCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Case Plan, Collaboration, and Assessment	1			1
Cell Effects		1		1
Food/Dietary			1	1
Healthcare - Out of Scope	1			1
Living Conditions (Physical Plant)	1	1		2
Separate Confinement	1		2	3
Supported Integration Placement	1			1
Transfer/Transit	1	1		2
Visitation	1			1
Grand Total	7	3	3	13



Centre	KRCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Cell Effects	1				1
Clothing, Bedding, and Hygiene	1				1
Disciplinary Hearing Process	1				1
Discrimination	1				1
Food/Dietary	1				1
Healthcare - Out of Scope	1				1
ISO - Decision or Process	1				1
Legal, FOI, and Confidentiality	1				1
Living Conditions (Physical Plant)			1		1
Mail			2		2
Mental Health and Self Harm	1				1
Personal Effects		1	1		2
Program - Education, Library, and ESS			1		1
Program - Exercise, Gym, and Yard	1				1
RLC, TC, and RLU	1		1		2
Searches	1				1
Separate Confinement	1		1		2
Staff Behaviour	1				1
Temporary Absences	1		1		2
Time Out of Cell	1		1		2
Transfer/Transit		1			1
Unit Placement/Population Designation	1				1
Violent Incidents	1				1
Visitation			1		1
(blank)				1	1
Grand Total	18	2	10	1	31



Centre	NCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Unsubstantiated	Grand Total
Searches		1	1
Separate Confinement	1		1
Staff Behaviour	1		1
Trust Accounts		1	1
Grand Total	2	2	4



Centre	NFPC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy			1	1
Cell Sharing	1			1
Clothing, Bedding, and Hygiene			1	1
Complaint/Request Process (non ISO)		1		1
Healthcare	1			1
ISO - Decision or Process	1		1	2
Living Conditions (Physical Plant)	2		2	4
Personal Effects	1		1	2
Program - Education, Library, and ESS			1	1
Program - Indigenous			1	1
Separate Confinement	1		1	2
Staff Behaviour			2	2
Supported Integration Placement	1	1	1	3
Telephone			1	1
Time Out of Cell	1			1
Transfer/Transit			1	1
Trust Accounts			1	1
Grand Total	9	2	15	26



Centre	OCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Arrival, Intake, and Induction	1			1
Bullying, Harassment, and Privacy			2	2
Canteen			1	1
Cell Effects		1		1
Complaint/Request Process (non ISO)			2	2
CORNET & Records Management	1			1
Disciplinary Hearing Process		1		1
Healthcare	1			1
ISO - Decision or Process	1		1	2
Legal, FOI, and Confidentiality			1	1
Mail			1	1
Outside ISO's Mandate/Referral	1			1
Personal Effects			1	1
Program - Work, Pay, and Vocational			1	1
RLC, TC, and RLU	1			1
Searches		1		1
Separate Confinement	2			2
Specialized Units/SHP			1	1
Staff Behaviour			2	2
Supported Integration Placement	1	1	1	3
Time Out of Cell	1			1
Unit Placement/Population Designation	1		1	2
Use of Force	1			1
Grand Total	12	4	15	31



Centre	PGRCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Clothing, Bedding, and Hygiene	1			1
Complaint/Request Process (non ISO)	1	1		2
CORNET & Records Management	1			1
Disciplinary Hearing Process	3			3
ISO - Decision or Process	1			1
Mail	1			1
Other - Issues that do not fit into other categories	1			1
Program - Education, Library, and ESS		1		1
Staff Behaviour	2		1	3
Supported Integration Placement	1			1
Grand Total	12	2	1	15



Centre	SPSC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy	1		1	2
Cell Effects		1		1
Cell Sharing		1		1
Disciplinary Hearing Process	1			1
Food/Dietary	2	1	3	6
Healthcare	1	1		2
Legal, FOI, and Confidentiality	3		1	4
Program - Education, Library, and ESS	1			1
Program - Religion and Spirituality	1			1
Separate Confinement	1			1
Staff Behaviour	1		1	2
Telephone			1	1
Time Out of Cell			1	1
Use of Force	1			1
Violent Incidents			1	1
Visitation		2		2
(blank)		1		1
Grand Total	13	7	9	29



Centre	VIRCC
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Complaints January 1, 2020 to December 31, 2020	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Canteen			1		1
Cell Effects		2			2
Clothing, Bedding, and Hygiene			2		2
Complaint/Request Process (non ISO)		1			1
Disciplinary Hearing Process			1		1
Food/Dietary		1	2		3
Healthcare			1	1	2
Healthcare - Out of Scope	1				1
Legal, FOI, and Confidentiality				1	1
Mail			2		2
Other - Issues that do not fit into other categories	1				1
Program - Work, Pay, and Vocational			1		1
Remission	2		2		4
Separate Confinement	1				1
Staff Behaviour	1		3		4
Time Out of Cell	1				1
Trust Accounts			1		1
Use of Force			1		1
Grand Total	7	4	17	2	30



Centre	ACCW
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	2
Grand Total	2



Centre	FRCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	3
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Grand Total	4



Centre	KRCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	6
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	3
Grand Total	9



Centre	NCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	2
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	3



Centre	NFPC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	14
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	3
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	4
Grand Total	22



Centre	OCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Decision & penalty confirmed - CAR 29(4)(a)	5
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	2
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	9



Centre	PGRCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Closed without decision 29(4)	2
Decision & penalty confirmed - CAR 29(4)(a)	15
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	4
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	2
Grand Total	23



Centre	SPSC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	10
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	3
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	3
Grand Total	17



Centre	VIRCC
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Appeal Decisions January 1, 2020 to December 31, 2020	Total
Closed Not Submitted Within 7 Days 29(1)	1
Decision & penalty confirmed - CAR 29(4)(a)	2
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	5



Centre	ACCW
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Complaints January 1, 2021 to December 31, 2021	Referral	Unsubstantiated	Grand Total
Centre/Security Classification		1	1
Food/Dietary		1	1
Healthcare - Out of Scope	1		1
Living Conditions (Physical Plant)		1	1
Outside ISO's Mandate/Referral	1		1
Program - Work, Pay, and Vocational		1	1
Grand Total	2	4	6



Centre	FMCC
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Complaints January 1, 2021 to December 31, 2021	Referral	Grand Total
Food/Dietary	1	1
Grand Total	1	1



Centre	FRCC
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Complaints January 1, 2021 to December 31, 2021	Referral	Unsubstantiated	Grand Total
Food/Dietary	1		1
Program - Exercise, Gym, and Yard	1	2	3
Program - Indigenous	1		1
Sentence Calculation		1	1
Separate Confinement		1	1
Transfer/Transit	1		1
Grand Total	4	4	8



Centre	KRCC
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Complaints January 1, 2021 to December 31, 2021	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Arrival, Intake, and Induction	1			1
Bullying, Harassment, and Privacy	2			2
Canteen		1		1
Cell Effects		1	1	2
Complaint/Request Process (non ISO)	2		1	3
Disciplinary Hearing Process			1	1
Food/Dietary	1	1	1	3
Healthcare	1			1
ISO - Decision or Process	1			1
Living Conditions (Physical Plant)			1	1
Medication	1		1	2
Other - Issues that do not fit into other categories			1	1
Program - Art and Recreation			1	1
Program - Exercise, Gym, and Yard	1		1	2
Program - Work, Pay, and Vocational			1	1
Searches			1	1
Separate Confinement	3			3
Staff Behaviour	1			1
Time Out of Cell	1		1	2
Transfer/Transit		4		4
Use of Force	1			1
Violent Incidents	1		1	2
Visitation		1		1
Grand Total	17	8	13	38



Centre	NCC
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Complaints January 1, 2021 to December 31, 2021	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy	1	1
Grand Total	1	1



Centre	NFPC
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Complaints January 1, 2021 to December 31, 2021	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Arrival, Intake, and Induction	1	2		3
Bullying, Harassment, and Privacy	2			2
Canteen		1		1
Cell Effects		1		1
Cell Sharing	1			1
Complaint/Request Process (non ISO)		1		1
Disciplinary Hearing Process	1			1
Discrimination		1		1
Food/Dietary	1	1	4	6
Healthcare - Out of Scope	1			1
Living Conditions (Physical Plant)	3	1	3	7
Medication	1			1
Outside ISO's Mandate/Referral	2			2
Program - Exercise, Gym, and Yard			1	1
Specialized Units/SHP	1			1
Supported Integration Placement			1	1
Trust Accounts			1	1
Use of Force	1		2	3
Violent Incidents	2			2
Visitation	1			1
Grand Total	18	8	12	38



Centre	OCC
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Complaints January 1, 2021 to December 31, 2021	Referral	Unsubstantiated	Grand Total
Arrival, Intake, and Induction	3		3
Bullying, Harassment, and Privacy		1	1
Canteen	2		2
Cell Effects	1		1
Complaint/Request Process (non ISO)		1	1
ISO - Decision or Process		1	1
Legal, FOI, and Confidentiality		1	1
Living Conditions (Physical Plant)	6		6
Mail	1	1	2
Medication	1		1
Program - Exercise, Gym, and Yard	1		1
Separate Confinement		1	1
Staff Behaviour	2	1	3
Telephone		1	1
Transfer/Transit	1		1
Grand Total	18	8	26



Centre

PGRCC

Complaints January 1, 2021 to December 31, 2021	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Arrival, Intake, and Induction	2			2
Canteen		1		1
Complaint/Request Process (non ISO)		1		1
Discrimination	1			1
Food/Dietary		1		1
Healthcare	1			1
Living Conditions (Physical Plant)	1			1
Mental Health and Self Harm	1			1
Personal Effects			1	1
Supported Integration Placement			2	2
Time Out of Cell			1	1
Trust Accounts			1	1
Visitation	1			1
Grand Total	7	3	5	15



Centre	SPSC
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Complaints January 1, 2021 to December 31, 2021	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Arrival, Intake, and Induction			1		1
Bullying, Harassment, and Privacy			1	1	2
Food/Dietary			1		1
ISO - Decision or Process	1		1		2
Legal, FOI, and Confidentiality	2		1		3
Living Conditions (Physical Plant)	1				1
Mail		1			1
Outside ISO's Mandate/Referral	1				1
Separate Confinement			1		1
Telephone	1				1
Time Out of Cell			1		1
Unit Placement/Population Designation	2		3		5
Grand Total	8	1	10	1	20



Centre	VIRCC
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Complaints January 1, 2021 to December 31, 2021	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy	2			2
Canteen		1	1	2
Case Plan, Collaboration, and Assessment		1		1
Cell Sharing			1	1
Clothing, Bedding, and Hygiene			1	1
Complaint/Request Process (non ISO)			3	3
CORNET & Records Management	1		1	2
Food/Dietary	1	1	2	4
Healthcare	1	1	3	5
ISO - Decision or Process	1	1	1	3
Legal, FOI, and Confidentiality	1			1
Living Conditions (Physical Plant)	1		4	5
Mail	1	2	1	4
Mental Health and Self Harm	1			1
Remission			1	1
Staff Behaviour	3		2	5
Supported Integration Placement			1	1
Telephone			1	1
Use of Force			1	1
Grand Total	13	7	24	44



Centre	ACCW
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Decision & penalty confirmed - CAR 29(4)(a)	1
Grand Total	1



Centre	FRCC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Closed Not Submitted Within 7 Days 29(1)	1
Decision & penalty confirmed - CAR 29(4)(a)	4
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	6



Centre	KRCC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	3
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	6
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	12



Centre	NFPC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Decision & penalty confirmed - CAR 29(4)(a)	9
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	5
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	8
Grand Total	22



Centre	OCC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Closed Not Submitted Within 7 Days 29(1)	1
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	6
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	2
Grand Total	10



Centre	PGRCC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Decision & penalty confirmed - CAR 29(4)(a)	7
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	8



Centre	SPSC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Decision & penalty confirmed - CAR 29(4)(a)	11
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	13



Centre	VIRCC
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Appeal Decisions January 1, 2021 to December 31, 2021	Total
Decision & penalty confirmed - CAR 29(4)(a)	6
Grand Total	6



Centre	ACCW
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Complaints January 1, 2022 to December 31, 2022	Referral	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy		1	1
Centre/Security Classification		1	1
Clothing, Bedding, and Hygiene		1	1
Food/Dietary		1	1
Healthcare		1	1
Mental Health and Self Harm	1		1
Separate Confinement		1	1
Supported Integration Placement		1	1
Grand Total	1	7	8



Centre	FRCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy	1		1	2
Centre/Security Classification			1	1
Complaint/Request Process (non ISO)			2	2
Healthcare - Out of Scope	1			1
Mail		2		2
Program - Work, Pay, and Vocational			1	1
Remission			1	1
Separate Confinement	2	1		3
Violent Incidents	2			2
Visitation			1	1
Grand Total	6	3	7	16



Centre	KRCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Canteen		3	3		6
Cell Effects	1				1
Complaint/Request Process (non ISO)		1			1
CORNET & Records Management	1				1
Discrimination			1		1
ISO - Decision or Process	1			1	2
Legal, FOI, and Confidentiality	2				2
Living Conditions (Physical Plant)			1		1
Medication	2				2
Mental Health and Self Harm			1		1
Personal Effects		1			1
Program - Work, Pay, and Vocational			1		1
Remission		1			1
RLC, TC, and RLU	1				1
Searches			1		1
Separate Confinement			5		5
Staff Behaviour	1		1		2
Supported Integration Placement			1		1
Telephone	3		2		5
Temporary Absences	1		1		2
Time Out of Cell	1				1
Transfer/Transit			2		2
Grand Total	14	6	20	1	41



Centre	NCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Clothing, Bedding, and Hygiene			1	1
Healthcare			1	1
Mental Health and Self Harm		1		1
Unit Placement/Population Designation	1			1
Grand Total	1	1	2	4



Centre	NFPC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Accessibility/Equity			1	1
Bullying, Harassment, and Privacy	1		3	4
Canteen		1		1
Cell Effects		2	1	3
Cell Sharing	1			1
Complaint/Request Process (non ISO)	1		2	3
Food/Dietary	1	2	3	6
Healthcare - Out of Scope	1			1
ISO - Decision or Process	2			2
Legal, FOI, and Confidentiality	1			1
Mail			2	2
Outside ISO's Mandate/Referral	1			1
Program - Exercise, Gym, and Yard			1	1
Program - Indigenous	1		1	2
Program - Religion and Spirituality	2		1	3
Program - Work, Pay, and Vocational			1	1
Searches			3	3
Separate Confinement	1		3	4
Staff Behaviour	1			1
Supported Integration Placement			1	1
Telephone			2	2
Time Out of Cell		1	4	5
Transfer/Transit	2		1	3
Trust Accounts			1	1
Violent Incidents	1		1	2
Grand Total	17	6	32	55



Centre	OCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Canteen			1	1
Case Plan, Collaboration, and Assessment			1	1
Cell Effects	1			1
Complaint/Request Process (non ISO)	1	1		2
Disciplinary Hearing Process	1			1
Mail	2			2
Medication	2			2
Personal Effects	1			1
Program - Work, Pay, and Vocational			1	1
Searches			1	1
Separate Confinement	1		1	2
Staff Behaviour	1		1	2
Time Out of Cell			1	1
Violent Incidents	1			1
Grand Total	11	1	7	19



Centre	PGRCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Withdrawn/Closed without Decision	Grand Total
Bullying, Harassment, and Privacy			1		1
Canteen			2		2
Cell Effects			1		1
Cell Sharing			1		1
Clothing, Bedding, and Hygiene			1		1
Complaint/Request Process (non ISO)				1	1
Disciplinary Hearing Process	1				1
Discrimination			1		1
Living Conditions (Physical Plant)			1		1
Mental Health and Self Harm			1		1
Personal Effects	1		1		2
Program - Education, Library, and ESS			1		1
Program - Work, Pay, and Vocational			2		2
Searches			1		1
Separate Confinement		2	2		4
Staff Behaviour			2		2
Supported Integration Placement	1				1
Time Out of Cell		1			1
Grand Total	3	3	18	1	25



Centre	SPSC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Bullying, Harassment, and Privacy	1			1
Cell Effects		2		2
Cell Sharing			1	1
Complaint/Request Process (non ISO)	1			1
Core Programs			2	2
Discrimination	2			2
Food/Dietary			1	1
Healthcare			1	1
ISO - Decision or Process	1			1
Legal, FOI, and Confidentiality			1	1
Living Conditions (Physical Plant)			1	1
Medication	1			1
Mental Health and Self Harm	2			2
Other - Issues that do not fit into other categories	1			1
Personal Effects			1	1
Program - Education, Library, and ESS			1	1
Program - Exercise, Gym, and Yard			1	1
Program - Religion and Spirituality	1		1	2
Program - Work, Pay, and Vocational	1		1	2
Separate Confinement	3		2	5
Staff Behaviour	1		2	3
Supported Integration Placement			4	4
Time Out of Cell	1			1
Grand Total	16	2	20	38



Centre	VIRCC
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Complaints January 1, 2022 to December 31, 2022	Referral	Substantiated Resolved	Unsubstantiated	Grand Total
Cell Effects	1	1	1	3
Food/Dietary			2	2
Healthcare			1	1
Medication	1			1
Personal Effects		1	2	3
Program - Exercise, Gym, and Yard			1	1
Separate Confinement			1	1
Supported Integration Placement			1	1
Time Out of Cell	1		1	2
Transfer/Transit			1	1
Unit Placement/Population Designation	1		1	2
Use of Force	1			1
Violent Incidents			1	1
Grand Total	5	2	13	20



Centre	FRCC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Decision & penalty confirmed - CAR 29(4)(a)	11
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	4
Grand Total	16



Centre	KRCC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Decision & penalty confirmed - CAR 29(4)(a)	6
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	2
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	2
Grand Total	10



Centre	NFPC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Closed without decision 29(4)	1
Decision & penalty confirmed - CAR 29(4)(a)	13
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	16



Centre	OCC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Closed without decision 29(4)	3
Decision & penalty confirmed - CAR 29(4)(a)	14
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	4
Grand Total	21



Centre	PGRCC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Decision & penalty confirmed - CAR 29(4)(a)	10
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	1
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	2
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	14



Centre	SPSC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Decision & penalty confirmed - CAR 29(4)(a)	6
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	1
Grand Total	8



Centre	VIRCC
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Appeal Decisions January 1, 2022 to December 31, 2022	Total
Decision & penalty confirmed - CAR 29(4)(a)	5
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	4
Grand Total	9