

**Office of the Independent
Ombudsman Resolution Report**

Fiscal Year 2025

Texas Board of Criminal Justice

P.O. Box 13084
Austin, Texas 78711
Phone (512) 475-3250

Eric J.R. Nichols, Chairman
Austin, Texas

Honorable Faith Johnson, Vice-Chair
Dallas, Texas

Rodney Burrow, M.D., Secretary
Pittsburg, Texas

General Bill Welch, Member
Austin, Texas

Pastor Nate Sprinkle, Member
Richmond, Texas

Honorable Molly Francis, Member
Dallas, Texas

Sydney Zuiker, Member
Houston, Texas

Ambassador Sichan Siv, Member
San Antonio, Texas

Tom Fordyce, Member
Huntsville, Texas

Office of the Independent Ombudsman

P.O. Box 99
Huntsville, Texas 77342-0099
Phone (936) 437-5620

Brian Patrick, Director

Texas Department of Criminal Justice

P.O. Box 99
Huntsville, Texas 77342-0099
Phone (936) 437-2101

Bobby Lumpkin, Executive Director



Table of Contents

Overview	2
About the Office of the Independent Ombudsman.....	2
Executive Summary	3
Reporting and Resolution by Inquiry Category.....	4
<i>Emergency/Specialty.....</i>	<i>5</i>
<i>Religion.....</i>	<i>6</i>
<i>Classification.....</i>	<i>7</i>
<i>Communication.....</i>	<i>8</i>
<i>Discipline.....</i>	<i>9</i>
<i>Facility Operations.....</i>	<i>10</i>
<i>Medical/Health Services.....</i>	<i>11</i>
<i>Legal.....</i>	<i>12</i>
<i>Staff Complaints.....</i>	<i>12</i>
<i>Transportation.....</i>	<i>13</i>
<i>Grievance Program.....</i>	<i>13</i>
<i>Parole.....</i>	<i>14</i>
<i>Victim Issues.....</i>	<i>15</i>
<i>General Information, Questions, Miscellaneous Issues.....</i>	<i>15</i>
<i>FYI, Duplicates, Satisfied, Not Satisfied.....</i>	<i>16</i>
Performance Measures	17
Trend Analysis.....	18
Appendix.....	19
<i>Inquiry Categories.....</i>	<i>19</i>
<i>Inquiry Resolution Options.....</i>	<i>25</i>
Acknowledgements.....	27



Overview

As required by the Texas General Appropriations Act for Fiscal Years (FY) 2026-2027 by Article V, Texas Department of Criminal Justice (TDCJ) Rider 46, the TDCJ is required to provide an annual public report on the activities of the Ombudsman. Additionally, Rider 30 requires the Ombudsman to respond to all agency and legislatively referred complaints in a timely manner and to develop performance measures, trend analysis, and a method of resolution for issues presented.

The Ombudsman activity accounts for the number and types of inquiries made, the resolution of each inquiry, and how each inquiry was resolved.

About the Office of the Independent Ombudsman

In accordance with Texas Government Code § 493.016, the Texas Board of Criminal Justice (TBCJ) Ombudsman Program provides a single point of contact for elected officials and members of the public who have inquiries regarding the agency, inmates, or staff. When necessary, investigations shall be coordinated through appropriate TDCJ officials. The Office of the Independent Ombudsman (OIO) strives to provide timely responses to the public.

The TBCJ Ombudsman Program facilitates public access to agency staff through coordination with divisional offices. Information about the OIO program and its procedures is publicly available through the TDCJ website. Informational posters, both in English and Spanish, are located at TDCJ correctional facilities, secure parole facilities, and district parole offices. The posters outline how the OIO can be contacted.

The program is governed by Texas Government Code § 493.016; the Governor's Compact with Texans, TBCJ Board Policy (BP) 01.01 "TBCJ Responsibilities" and 01.08 "Independent Ombudsman Policy Statement", and TDCJ Executive Directive (ED) 02.03, "Ombudsman Program."

In FY 2025, the Office of the Independent Ombudsman hosted three Texas Inmate Advocacy Group Video Conferences and attended the American Correctional Association Conference in Denver, Colorado.

Executive Summary

The OIO responds to each inquiry received; each response outlines the corresponding action. The OIO received and closed 41,995 inquiries during FY 2025.

The OIO prioritizes inquiries using a “likelihood vs. impact model.” Using this model, inquiries are placed on a hierarchy consisting of primary, secondary, tertiary, and other matters. Investigations are prioritized in accordance with these categories. For inquiries where an investigation is not feasible, the OIO provides an informative response such as a referral where appropriate or a notification as to the inability to investigate.

This report focuses on inquiries requiring investigation by the OIO that were completed during FY 2025. During FY 2025, the OIO investigated and responded to 5,105 inquiries. The OIO categorized each one of these 5,105 investigated inquiries according to one of 15 categories, which may include several subcategories. The outcome and resolution of each investigated inquiry is reported by one of 38 different resolution types.

Reporting and Resolution by Inquiry Category

There were 5,105 inquiries investigated, responded to, and closed during FY 2025. This section details the number and types of inquiries made and the resolution of each inquiry.

INQUIRY CATEGORIES	TOTAL
Emergency/Specialty	2,275
Religion	13
Classification	181
Communication	110
Discipline	84
Facility Operations	536
Medical/Health Services	565
Legal	20
Staff Complaints	247
Transportation	8
Grievance Program	87
Parole	122
Victim Issues	2
Gen. Info. Questions/Misc. Issues	203
FYI/Duplicates/Satisfied/Not Satisfied	652
TOTAL INVESTIGATED INQUIRIES	5,105

The appendix includes a list of the inquiry categories and subcategories from which investigations are organized and tracked. Similarly, the appendix includes the inquiry resolutions options which are used to log a closed inquiry with a resolution code to indicate how each inquiry was resolved.

EMERGENCY/SPECIALTY

There were 2,275 inquiries closed under the Emergency/Specialty inquiry category. There are four subcategories under this category.

Allegations, Threats, and/or Physical Harm from Another Inmate; Request for Protection; and Extortion (includes obtaining currency, property, or demanding the performance of an action by coercion, deception, or violence).

Resolutions/Outcomes	Reporting
Duplicate request from same complainant	2
Additional information received from requester	3
General information provided, policy or process explained	111
Decline to investigate, reason provided	10
Referred to unit administration	114
Investigated, complaint unsubstantiated	755
Records corrected	1
Grievance filed, pending outcome	6
Investigated, complaint substantiated	443
No contact information for requester	1
Requested action approved/taken	1
Referred to the Office of Inspector General (OIG)	161
Inmate reassigned unit/housing/job/class/program	143
TOTAL	1,751

Physical Harm or Threats or Physical Harm from Staff

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	27
Referred to unit administration	8
Pending litigation, provided general information	1
Grievance filed, pending outcome	2
Investigated, complaint unsubstantiated	3
Decline to investigate, reason provided	4
Referred to the Office of Inspector General (OIG)	262
Inmate reassigned unit/housing/job/class/program	1
TOTAL	308

Medical Emergencies

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	1
Referred to unit administration	35
Investigated, complaint unsubstantiated	2
Referred to TDCJ Health Services	18
Investigated, complaint substantiated	1
TOTAL	57

Allegations of Sexual Assault/Sexual Abuse (Penetration of the anus, sexual organ, or mouth of another person by any means, without that person's consent, sexual contact between the genitals of one person and the genitals, mouth, anus, or hands of another person, to include sexual fondling, without that person's consent)

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	11
Decline to investigate, reason provided	1
Investigated, complaint unsubstantiated	1
Referred to unit administration	4
Referred to PREA*	142
TOTAL	159

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

RELIGION

There were 13 inquiries closed under the Religion inquiry category.

Religious Service/Membership, Religious Paraphernalia, Religious Grooming, Discrimination Based on Religion, Religious Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	5
Decline to investigate, reason provided	1
Referred to unit administration	2
Investigated, complaint unsubstantiated	4
Property replaced/Settlement/Returned	1
TOTAL	13

CLASSIFICATION

There were 181 inquiries closed under the Classification inquiry category. There are two subcategories under this category.

Housing/Unit Assignment, Job assignment, Restrictive Housing, Education/Vocational Training, Rehabilitation Programs, Classification Status and/or Custody Level, Furlough/Work Release/Emergency Absences, Security Threat Group, Time Calculations, Classification Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
Other action taken	3
Decline to investigate, reason provided	4
Referred to unit administration	12
General information provided, policy or process explained	107
Inmate reassigned unit/housing/job/class/program	13
Investigated., complaint unsubstantiated	22
Duplicate request from same complainant	1
Additional information received from requester	4
Chain of command information provided	2
Request to disregard	1
Grievance filed and pending outcome	6
TOTAL	175

Transfers Within State (Facility transfer requests)

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	4
Investigated, complaint unsubstantiated	1
Inmate reassigned unit/housing/job/class/program	1
TOTAL	6

COMMUNICATION

There were 110 inquiries closed under the Communication inquiry category. There are two subcategories under this category.

Visitation, Telephone Access, Access to Forms, General Mail, Packages, Publications, Special/Legal/Media Mail, Mail Not Being Delivered in Accordance With Correspondence Rules Time Limits, Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
Decline to investigate, reason provided	3
Additional information received from requester	1
Grievance filed and pending outcome	2
Other action taken	1
Records corrected	1
Referred to unit administration	7
General information provided, policy or process explained	63
Not TDCJ jurisdiction	1
Inmate reassigned unit/housing/job/class/program	1
Telephone access, information provided	3
Visitation issue, investigated and corrected	2
Investigated, complaint unsubstantiated	18
Investigated, complaint substantiated	3
TOTAL	106

Inmate Wellbeing

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	4
TOTAL	4

DISCIPLINE

There were 84 inquiries closed under the Discipline inquiry category.

Improperly Charged, Notice/Service Deficiency, Investigation Deficiency, Failure to Allow, Call, or Interview Witnesses and/ or Cross Examination, Denied Presentation of Documentary and/or Other Evidence, Failure to Allow, Call, or Interview Witnesses and/or Cross Examination, Denied Presentation of Documentary and/or Other Evidence, Hearing/Investigation Was Not Impartial, Counsel Substitute Deficiency, Insufficient/Improper Evidence to Support Findings, Improper Punishment, Accused Excluded from Hearing, Conspiracy/Retaliation, Frivolous Issue, Discipline Overturn Request, Discipline Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
Grievance filed, pending outcome	11
Other action taken	1
Investigated, complaint unsubstantiated	7
Records corrected	1
Decline to investigate, reason provided	5
Referred to unit administration	1
Investigated, complaint substantiated	4
General information provided, policy or process explained	48
Inmate reassigned unit/housing/job/class/program	1
Discipline overturned	4
No contact information for requestor	1
TOTAL	84

FACILITY OPERATIONS

There were 536 inquiries closed under the Facility Operations inquiry category. There are three subcategories under this category.

Food, Commissary, Trust Fund, Sanitation, Necessities, Activity Rotation, Living & Working Conditions, Grooming, Recreation, Showers, Confiscated/Contraband Property, Property Policy Questions/Complaints, Property Lost/Damaged/Stolen, Searches, Maintenance, Facility Lockdown, Inmate Drug Testing Procedures, Craft Shop

Resolutions/Outcomes	Reporting
Grievance filed, pending outcome	13
General information provided, policy or process explained	225
Decline to investigate, reason provided	15
Referred to unit administration	36
Referred to the Office of Inspector General (OIG)	5
Other action taken	2
Investigated, complaint substantiated	11
Additional information received from requester	5
Records corrected	1
Investigated, complaint unsubstantiated	49
Necessities provided	1
Not TDCJ jurisdiction	1
Not satisfied with response/rebuttal	1
Request approved, corrective action taken	4
Property replaced/returned/settlement	5
TOTAL	374

Excessive and Extreme Temperature Conditions

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	22
Maintenance order submitted	3
Request approved, corrective action taken	1
Necessities provided	1
Referred to unit administration	3
Investigated, complaint substantiated	17
Decline to investigate., reason provided	2
Investigated, complaint unsubstantiated	101
Inmate reassigned unit/housing/job/class/program	5
TOTAL	155

Living Conditions (Pest control)

Resolutions/Outcomes	Reporting
Request approved/corrective action taken	1
General information provided, policy or process explained	3
Inmate reassigned unit/housing/job/class/program	1
Request additional information from requester	1
Referred to unit administration	1
TOTAL	7

MEDICAL/HEALTH SERVICES

There were 565 inquiries closed under the Emergency/Specialty inquiry category.

Housing Based on Medical Restrictions, Medical Personnel, Confidentiality/Privacy of Medical Information, Work Assignment Based on Medical Restrictions, Countermanded Medical Orders, Access/Denial to Medical Care and Services, Dental, Health Records, Infectious Diseases, Medical Classification/Health Summary [HSM-18], Medical Pass Issues, Medication Issues, Psychiatric/Psychological Programs, Not Satisfied with Treatment, Assistive Disability Services – ADS, Podiatry, Ophthalmology/Optomety/Glasses, Medical Transfers, Medical Copayment, Ancillary Medical Services, Medical Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
Request additional information from complainant	1
Referred to TDCJ Health Services	481
Referred to unit administration	3
Request approved, corrective action taken	1
Grievance filed and pending outcome	2
Investigated, complaint unsubstantiated	1
Decline to investigate, reason provided	9
General information provided, policy or process explained	65
Seen by medical/medication provided/co-pay issues addressed	2
TOTAL	565

LEGAL

There were 20 inquiries closed under the Emergency/Specialty inquiry category.

Access to Courts, Indigent Supplies, Telephone Access to Attorneys, Law Library, Attorney Visits, Notary Work, Open Requests, Legal Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	10
Access to Courts issue resolved	1
Investigated, complaint unsubstantiated	3
Referred to unit administration	2
Not TDCJ jurisdiction	1
Grievance filed and pending outcome	2
Chain of command information provided	1
TOTAL	20

STAFF COMPLAINTS

There were 247 inquiries closed under the Staff Complaints inquiry category.

Use of Force, Use of Chemical Agents, Allegations of Criminal Activity by Staff, Allegations of Retaliation/Harassment for Use of Grievance Procedure, Allegations of Harassment for Contributing to or Cooperating with an Official Investigation, Threats from Staff, Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation, Allegations of Denial/Interference with Activity, Allegations of Unprofessional Staff Conduct, Staff Issues Not Otherwise Specified

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	43
Other action taken	7
Request approved, corrective action taken	2
Investigated, complaint unsubstantiated	41
Investigated, complaint substantiated	10
Referred to TDCJ Health Services	5
Chain of command information provided	3
Referred to unit administration	14
Decline to investigate, reason provided	32
Referred to the Office of Inspector General (OIG)	74
Inmate reassigned unit/housing/job/class/program	5
Grievance filed and pending outcome	11
TOTAL	247

TRANSPORTATION

There were eight inquiries closed under the Transportation inquiry category.

Transportation (any issue regarding inmate movement via bus, van, etc.)

Resolutions/Outcomes	Reporting
Request approved, corrective action taken	2
Investigated, complaint substantiated	3
Referred to unit administration	2
General information provided, policy or process explained	1
TOTAL	8

GRIEVANCE PROGRAM

There were 87 inquiries closed under the Grievance Program inquiry category.

Allegations Against Grievance staff, Grievance Procedure/Processing/Response Time, Access to Grievance Forms

Resolutions/Outcomes	Reporting
Other action taken	7
Additional information received from requester	1
Decline to investigate, reason provided	1
Investigated, complaint unsubstantiated	7
Duplicate request from the same complainant	1
Investigated, complaint substantiated	2
Referred to unit administration	3
Chain of command information provided	2
Records corrected	1
Grievance filed and pending outcome	33
General information provided, policy or process explained	29
TOTAL	87

PAROLE

There were 122 inquiries closed under the Parole inquiry category. There are four subcategories under this category.

Parole Status and/or Parole Review Process Inquiry

Resolutions/Outcomes	Reporting
Referred to district parole office	15
Referred to unit administration	3
Decline to investigate, reason provided	2
Investigated, complaint unsubstantiated	3
General information provided, policy or process explained	27
No contact information for complaint	1
Referred to the Board of Pardons and Paroles (BPP)	35
Chain of command information provided	3
TOTAL	89

Parole Division Policy/Procedure Inquiry/ISF Release Inquiry

Resolutions/Outcomes	Reporting
Referred to the Board of Pardons and Paroles (BPP)	9
Investigated, complaint substantiated	1
Records corrected	1
Referred to district parole office	2
Investigated, complaint unsubstantiated	1
General information provided, policy or process explained	6
TOTAL	20

Community Supervision Programs

Resolutions/Outcomes	Reporting
Other action taken	2
Decline to investigate, reason provided	2
Investigated, complaint unsubstantiated	4
Referred to district parole office	2
General information provided, policy or process explained	1
TOTAL	11

Support/Non-Support Letters for Parole Release

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	2
TOTAL	2

VICTIM ISSUES

There were two inquiries closed under the Victim Issues inquiry category.

Victim Issues

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	2
TOTAL	2

GENERAL INFORMATION, QUESTIONS, MISCELLANEOUS ISSUES

There were 203 inquiries closed under the General Information, Questions, Miscellaneous Issues inquiry category. There are three subcategories under this category.

Allegations Against Inmates

Resolutions/Outcomes	Reporting
Investigated, complaint substantiated	1
General information provided, policy or process explained	4
Referred to unit administration	5
Referred to the Office of Inspector General (OIG)	35
Investigated, complaint unsubstantiated	1
Inmate reassigned unit/housing/job/class/program	1
Request approved, corrective action taken	1
Chain of command information provided	1
TOTAL	49

Other (General information questions: phone number/address, email addresses, directions to units, pick-up procedures for releasees, etc.)

Resolutions/Outcomes	Reporting
Additional information received from requester	3
No contact information for requester	1
Other action taken	5
Decline to investigate., reason provided	9
General information provided, policy or process explained	85
Referred to unit administration	8
Referred to the Office of Inspector General (OIG)	20
Requested additional information from complainant	2
Referred to district parole office	1
Not TDCJ jurisdiction	3
TOTAL	137

Improper (TDCJ does not have the authority to address the issue)

Resolutions/Outcomes	Reporting
General information provided, policy or process explained	4
Referred to the Office of Inspector General (OIG)	1
Chain of command information provided	1
Other action taken	1
Not TDCJ jurisdiction	10
TOTAL	17

FYI, DUPLICATES, SATISFIED, NOT SATISFIED

There were 652 inquiries closed under the FYI, Duplicates, Satisfied, Not Satisfied inquiry category. There are three subcategories under this category.

FYI (Ombudsman office copied on inquiries from/to various TDCJ officials/offices, filed for informational purposes only)

Resolutions/Outcomes	Reporting
Additional information received from requestor	638
Request to disregard complaint	1
TOTAL	639

Telephone/Internet/Mail Contacts (Used when Ombudsman office receives numerous letters, same subject, same requestor)

Resolutions/Outcomes	Reporting
Duplicate request from same requestor	8
TOTAL	8

Compliment/Thank you/Rebuttal

Resolutions/Outcomes	Reporting
Not satisfied with response/Rebuttal	4
Compliment/Thank you	1
TOTAL	5

Performance Measures

The OIO strives to respond to all correspondence within a reasonable timeframe. The office has established timeframes to align with the type of inquiry.

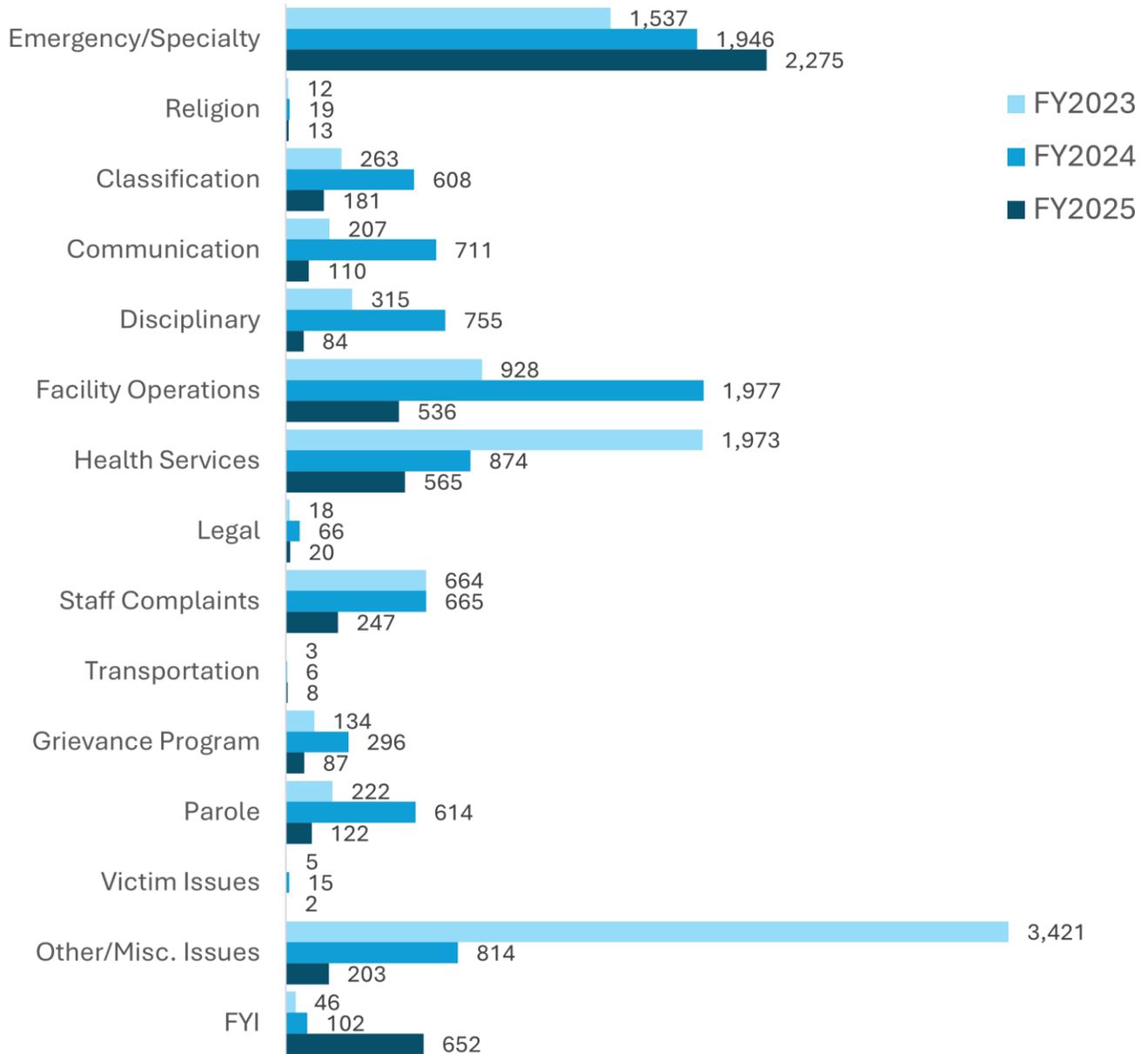
PERFORMANCE MEASURES FOR FY 2025 TABLE

Performance Measure	Q1	Q2	Q3	Q4
95% of general public inquiries will be addressed within 10 working days	100%	100%	100%	100%
95% of legislative inquiries will be addressed within five working days	100%	100%	100%	100%
95% of emergency/priority inquiries will have an investigation initiated the same day received	92%	90%	96%	99%
95% of all inquiries will be resolved within 90 days	100%	100%	100%	100%
95% of all speaking engagements will be conducted as scheduled	100%	100%	100%	100%

Trend Analysis

The data below reflects the volume of issue categories cited in case filings over the past three fiscal years.

OIO Inquiry Trends FY2023-2025



Appendix

INQUIRY CATEGORIES

Inquiry investigations organized are based on the following category types and subcategories:

Emergency/Specialty

- Allegations, Threats, and/or Physical Harm from Another Inmate.
- Request for Protection.
- Extortion (Includes obtaining currency, property, or demanding the performance of an action by coercion, deception, or violence).
- Physical Harm or Threats or Physical Harm from Staff.
- Medical Emergencies.
- Allegations of Sexual Assault/Sexual Abuse (Penetration of the anus, sexual organ, or mouth of another person by any means, without that person's consent; sexual contact between the genitals of one person and the genitals, mouth, anus, or hands of another person, to include sexual fondling, without that person's consent).

Religion

- Religious Service/Membership.
- Religious Paraphernalia.
- Religious Grooming.
- Discrimination based on Religion.
- Religious Issues Not Otherwise Specified.

Classification

- Housing/Unit Assignment, Job Assignment.
- Restrictive Housing.
- Education/Vocational Training.

- Rehabilitation Programs.
- Classification Status and/or Custody Level.
- Furlough/Work Release/Emergency Absences.
- Security Threat Group.
- Time Calculations.
- Transfers Within State (facility transfer requests).
- Classification Issues Not Otherwise Specified.

Communication

- Visitation.
- Telephone Access.
- Access to Forms.
- General Mail.
- Packages.
- Publications.
- Special/Legal/Media Mail.
- Mail (not being delivered in accordance with correspondence rules time limits).
- Inmate Wellbeing
- Issues Not Otherwise Specified.

Discipline

- Improperly Charged.
- Notice/Service Deficiency.
- Investigation Deficiency.
- Failure to Allow, Call, or Interview Witnesses and/ or Cross Examination.
- Denied Presentation of Documentary and/or Other Evidence.

- Failure to Allow, Call, or Interview Witnesses and/or Cross Examination.
- Denied Presentation of Documentary and/or Other Evidence.
- Hearing/Investigation Was Not Impartial.
- Counsel Substitute Deficiency.
- Insufficient/Improper Evidence to Support Findings.
- Improper Punishment.
- Accused Excluded from Hearing.
- Conspiracy/Retaliation.
- Frivolous Issue.
- Discipline Overturn Request.
- Discipline Issues Not Otherwise Specified.

Facility Operations

- Food.
- Commissary.
- Trust Fund.
- Sanitation.
- Necessities.
- Activity Rotation.
- Living and Working Conditions.
- Grooming.
- Recreation.
- Showers.
- Confiscated/Contraband Property.
- Property Policy Questions/Complaints.

- Property Lost/Damaged/Stolen.
- Searches.
- Maintenance.
- Facility Lockdown.
- Inmate Drug Testing Procedures.
- Craft Shop.
- Excessive and Extreme Temperature Conditions.
- Living Conditions (Pest Control).

Medical/Health Services

- Housing Based on Medical Restrictions.
- Medical Personnel.
- Confidentiality/Privacy of Medical Information.
- Work Assignment Based on Medical Restrictions.
- Countermanded Medical Orders.
- Access/Denial to Medical Care and Services.
- Dental.
- Health Records.
- Infectious Diseases.
- Medical Classification/Health Summary [HSM-18].
- Medical Pass Issues.
- Medication Issues.
- Psychiatric/Psychological Programs.
- Not Satisfied with Treatment.
- Assistive Disability Services (ADS).

- Podiatry.
- Ophthalmology/Optomety/Glasses.
- Medical Transfers.
- Medical Copayment.
- Ancillary Medical Services.
- Medical Issues Not Otherwise Specified.

Legal

- Access to Courts.
- Indigent Supplies.
- Telephone Access to Attorneys.
- Law Library.
- Attorney Visits.
- Notary Work.
- Open Requests.
- Legal Issues Not Otherwise Specified.

Staff Complaints

- Use of Force.
- Use of Chemical Agents.
- Allegations of Criminal Activity by Staff.
- Allegations of Retaliation/Harassment for Use of Grievance Procedure.
- Allegations of Harassment for Contributing to or Cooperating with an Official Investigation.
- Threats from Staff.
- Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation.

- Allegations of Denial/Interference with Activity.
- Allegations of Unprofessional Staff Conduct.
- Staff Issues Not Otherwise Specified.

Transportation

- Transportation (any issue regarding inmate movement via bus, van, etc.).

Grievance Program

- Allegations Against Grievance Staff.
- Grievance Procedure/Processing/Response Time.
- Access to Grievance Forms.

Parole

- Parole Status and/or Parole Review Process Inquiry.
- Parole Division Policy/Procedure Inquiry/ISF Release Inquiry.
- Community Supervision Programs.
- Support/Non-Support Letters for Parole Release.

Victim Issues

- Victim Issues.

General Information Questions/Misc. Issues

- Allegations Against Inmates.
- Other (General information questions: phone number/address, email addresses, directions to units, pick-up procedures for releasees, etc.).
- Improper (TDCJ does not have the authority to address the issue).

FYI/Duplicates/Satisfied/Not Satisfied

- FYI (OIO copied on inquiries from or to various TDCJ officials/offices).
- Filed for Informational Purposes Only.

- Telephone/Internet/Mail Contacts (Used when OIO receives numerous letters, same subject, same requestor).
- Compliment/Thank you/Rebuttal

INQUIRY RESOLUTION OPTIONS

Closed inquiry investigations are logged with a resolution code to indicate how each inquiry was resolved. The 38 resolution codes are as follows:

- 1.0 – Duplicate Entry
- 2.0 – Incorrectly Entered
- 3.0 – Duplicate Request from the Same Complainant
- 4.0 – Decline to Investigate, Reason Provided
- 4.1 – Additional Information Received from Complainant
- 4.2 – Request to Disregard Complaint
- 5.0 – Compliment/Thank You
- 6.0 – Not Satisfied with Response/Rebuttal Provided
- 6.2 – Grievance Filed/Pending Outcome of Grievance Process
- 7.0 – Other Action Taken
- 7.01 – Records Corrected
- 7.02 – Referred to Unit Administration
- 7.04 – General Information or Policy Information Provided
- 7.05 – Requested Additional Information from Complainant
- 7.06 – Referred to the Office of Inspector General (OIG)
- 7.07 – Referred to PREA
- 7.08 – Inmate Reassigned Housing/Unit/Program/Job/Classification Status
- 7.09 – Telephone Access or Information Provided

- 7.10 – Visitation Issue Investigated and Corrected
- 7.11 – Investigated, Complaint Unsubstantiated
- 7.12 – Property Replaced/Settlement/Returned
- 7.13 – Trust Fund Credited
- 7.14 – Maintenance Order Submitted
- 7.15 – Referred to TDCJ Health Services
- 7.16 – Necessities Provided
- 7.17 – Grievance Overturned
- 7.18 – Access to Courts Issue Resolved
- 7.19 – Seen by Medical/Co-Pay Issue Addressed/Medication Provided
- 7.20 – Investigated, Complaint Substantiated
- 7.21 – Parole Support or Protest Letter Received
- 7.22 – Discipline Case Overturned
- 7.23 – Referred to the Board of Pardons & Paroles
- 7.24 – Request Approved, Corrective Action Taken
- 7.25 – Chain of Command Information Provided
- 8.0 – Referred to District Parole Office
- 10.0 – Pending Litigation /General Information Provided
- 11.0 – Not TDCJ Jurisdiction
- 12.0 – No Contact Information for Complainant

Acknowledgements

This report was prepared by the Texas Board of Criminal Justice - Office of the Independent Ombudsman.



www.tdcj.texas.gov