

County of Santa Clara

Office of the Sheriff


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Laurie Smith
Sheriff

DATE: July 24, 2020

TO: Honorable Cindy Chavez, Chairperson, Re-Entry Network
Jeffrey V. Smith, County Executive

FROM: Laurie Smith, Sheriff 

SUBJECT: Re-Entry Network Meeting, June 18, 2019, **Agenda Item 191. Report on Aramark's customer service record and number of grievances.**

At the June 18, 2019 meeting of the Re-Entry network, Chairperson Chavez requested that the Office of the Sheriff provide a report on Aramark's customer service record and the number of grievances.

The total number of commissary grievances for 2019 were 1,281. Those grievances came through both Aramark and ACeS.

Aramark received 900 grievances. Those grievances can be broken down into the following subcategories.

- Account Balance – 70
- Account Restricted – 23
- Account Transaction – 15
- Coffee Restrictions – 2
- Commissary Order – 60
- Damaged Items – 5
- GTL Issue – 44
- ICARE Order – 101
- Indigent Order – 12
- Missing Items – 513
- Other Inmate Request – 55

The Sheriff's Office received 381 commissary related grievances through ACeS. Those grievances can be broken down into the following subcategories.

- Missing Purchased items – 184
- Order not Processed – 59
- Untimely Reimbursement – 46
- No Subcategory - 92