Contact Information

For inquiries, assistance, suggestions and/or complaints please contact:

Ombudsman

Kathleen Obringer

Telephone: 609-345-6700
ext. 3346

Fax: 609-343-2142

E-Mail

AtlOmbudsman.mailbox@judiciary.state.nj.us

Mailing Address

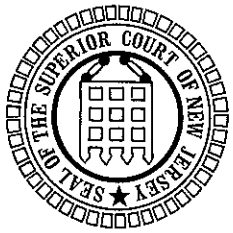
Atlantic and Cape May Counties

Atlantic City Civil Courthouse

1201 Bacharach Blvd.

Atlantic City, NJ 08401

For more information about the New Jersey Judiciary, visit njcourts.com



Stuart Rabner
Chief Justice

Glenn A. Grant, J.A.D.
Acting Administrative Director of the Courts

Superior Court of New Jersey
Atlantic/Cape May
Vicinage

Valerie H. Armstrong
Assignment Judge

Howard H. Berchtold
Trial Court Administrator

For more information, contact the
Office of Communications and Community Relations
Administrative Office of the Courts
609-292-9580

February 2009

CN: 11266-English

New Jersey Judiciary

New Jersey Courts

www.njcourts.com

Independence • Integrity
Fairness • Quality Service

Office of the Ombudsman

Atlantic/Cape May Vicinage

A Bridge Between the Courts and the Community

What Is An Ombudsman?

In the Judiciary, the ombudsman is a neutral staff person who answers questions, addresses concerns from the public and is responsible for enhancing customer service in the courts. The ombudsman provides a bridge between the courts and the community to enhance public access and improve customer service.

Although the ombudsman is unable to provide legal advice - because court staff must be neutral and impartial - the ombudsman can help guide you through the system with as much ease as possible.

The ombudsman's goal is to provide you with the information you need in an attempt to prevent misunderstandings before they occur.

What Can The Ombudsman Do for You?

Provide Information

The ombudsman works with all parts of the trial court to provide:

- Answers to questions about how the court works and deadlines involved
- Information about what the requirements are to have your case considered by the court
- Some information from your case file
- Brochures and publications about various programs and services
- Samples of court forms that are available and guidance on how to complete them

Many of the Judiciary's forms can be found online at: njcourts.com. Just select "Representing Yourself in Court" from the quick site index.

Provide Assistance

You may contact the ombudsman regarding misunderstandings, conflicts, customer service issues and/or complaints. The ombudsman will make appropriate inquiries to help resolve your concerns.

There are many methods the ombudsman may employ to assist you. However, the ombudsman cannot:

- Give you legal advice or recommend a lawyer
- Tell you whether or not you should bring your case to court, or give you an opinion about what will happen if you do bring your case to court
- Talk to the judge for you about what will happen in your case, or let you talk to the judge outside of court
- Change an order issued by a judge

Work with the Community

The ombudsman coordinates community outreach efforts to familiarize the public with the court system and to promote an environment of public trust and confidence.

These programs may include:

- Public education seminars
- Court tours
- Special events like Adoption Day, cultural awareness celebrations and Law Day

These efforts create opportunities for the public to learn about the courts from court personnel. At the same time, court personnel have the opportunity to learn first-hand about the public's concerns.

Help Improve the Courts

The ombudsman collects data from customer suggestions in order to make recommendations for the improvement of court services.

Do you have ideas that might improve our service to you? Please take a moment to complete one of our customer satisfaction surveys, which are located throughout the building.

We need and value your input.