

Contact Information

For inquiries, assistance, suggestions and/or complaints please contact the ombudsman in the appropriate county:

Statewide Directory of Judiciary Ombudsmen

County/Counties	Phone
Atlantic/Cape May	609-402-0100 ext. 47230
Bergen	201-221-0700 ext. 25103
Burlington	609-288-9500 ext. 38118
Camden	856-379-2238
Cumberland/Gloucester/ Salem	856-878-5050 ext. 15159
Essex	973-776-9300 ext. 56886
Hudson	201-748-4400 ext. 60145
Mercer	609-571-4200 ext. 74205
Middlesex	732-645-4300 ext. 88748
Monmouth	732-677-4209
Morris/Sussex	973-656-3969
Ocean	732-504-0700 ext. 64480
Passaic	973-247-8651
Somerset/Hunterdon/ Warren	908-332-7700 ext. 13478
Union	908-787-1650 ext. 21028
Superior Court Clerk's Office	609-815-2900 ext. 52757

New Jersey Judiciary Administrative Office of the Courts

Stuart Rabner
Chief Justice

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

Superior Court of New Jersey

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

04/23/2019

CN: 11266

New Jersey Judiciary

New Jersey Courts

www.njcourts.gov



Independence • Integrity
Fairness • Quality Service

Judiciary Ombudsman Program

A Bridge Between the
Courts and the Community

Administrative Office of the Courts
Trenton, New Jersey 08625

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.gov. Just select "Self-Help Center" from the top navigation menu.

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 court user satisfaction surveys, which are located throughout the building.

We need and value your input.