



BURLINGTON VICINAGE PRESS RELEASE

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Burlington Vicinage Appoints First Ombudsman

MOUNT HOLLY – Visitors to the Burlington County Courthouse can look for a new service being initiated through the appointment of its first Ombudsman, Nancy L. Gramaglia, Esq. The public will be able to access a myriad of services available through the Office of the Ombudsman. Assignment Judge John A. Sweeney stated, "Interactions with the court can be stressful to members of the community who are not familiar with procedural requirements. The Ombudsman helps to alleviate the court user's anxiety through education, explanation and guidance through the court system."

As ombudsman, Ms. Gramaglia will help the public access updated information related to court services and programs, offer assistance to those visiting the courthouse, as well as educating the community as to the services available through the Office of the Ombudsman. Her responsibilities will include monitoring customer service counters to ensure accurate information is provided to the public; providing guidance to self-represented litigants; coordinating customer service activities; directing court users to the appropriate court offices and agencies; investigating and resolving alleged misunderstandings, conflicts, customer service issues and citizen complaints; and making recommendations for improvements in court services.

"The program is all about customer service. The Burlington Judiciary is committed to continuously exploring innovative approaches to optimize court services to the public," stated Court Administrator Jude Del Preore.

The ombudsman program began in the Camden Vicinage in 1996 and expanded to Essex in 1998. In June 2005, the Judiciary adopted a statewide policy for providing an ombudsman in each vicinage.

Ms. Gramaglia began her eleven-year career in the Judiciary as a law clerk for the Honorable Irvin J. Snyder in the Family Division in Camden. After her clerkship, she worked for the law firm of Sarubbi and Sarubbi where she specialized in Family Law. Nancy left private practice to return to the Family Division in Camden, where she served for seven years, first as

domestic violence team leader, then as a domestic violence hearing officer and a mediation specialist. In 2003, she went to work for the Family Practice Division at the Administrative Office of the Courts. She holds a bachelor's degree from the Richard Stockton State College and a juris doctorate from Widener University School of Law. She is an animal lover who enjoys cooking, reading and spending time with family and friends.

"It is my hope that the public's trust and confidence in the Judiciary will increase through this program. I am very pleased to begin this new program in Burlington and look forward to serving the community," said Ms. Gramaglia.

Ms. Gramaglia's office is located on the fourth floor of the Courts Facility, 49 Rancocas Road, Mt. Holly. She can be reached at 609-518-2530.

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