

Contact Information

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

Ombudsman

Pauline D. Daniels

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E-Mail

HudsonHelp.mailbox@njcourts.gov

Mailing Address

Hudson County Administration Building

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Jersey City, NJ 07306

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

New Jersey Judiciary Administrative Office of the Courts

Stuart Rabner
Chief Justice

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

Robert W. Smith
Director, Office of Trial Court Services

Superior Court of New Jersey Hudson Vicinage

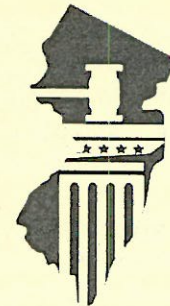
Peter F. Bariso Jr.
Assignment Judge

Silvia I. Gonzalez
Trial Court Administrator

New Jersey Judiciary

New Jersey Courts

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**Ombudsman's
Office & Court User
Resource Center**

Hudson Vicinage

**A Bridge Between the
Courts and the Community**

October 2015

CN: 11266-English

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 the link "Self-Help Center" at the top of the screen.

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.

Court User Resource Center

The Court User Resource Center is part of a public outreach project undertaken by the court to enhance access to justice for self-represented litigants by offering information on court processes and procedures, respond to questions, and provide direction on *pro se* forms and packages. The Center is located in Room 102 of the Hudson County Administration Building and is open Monday through Friday during normal court operating hours.

Court User Satisfaction Survey

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.