

HOW DO I CONTACT THE OMBUDSPERSON?



IN WRITING:

Fill out a Request for Assistance Form, which you can find on your housing unit or in common areas, or write us a letter and drop it in the Ombudsperson's locked mailbox or send it confidentially through legal mail.



BY PHONE:

You and your loved ones can reach the Ombudsperson's office by phone between 8:30 a.m. – 4:00 p.m., Monday through Friday. The office has a limited number of staff answering calls from every prison in the state, so if you have difficulty reaching someone by phone, please reach out in writing.

CONTACT US



Prison Hotline: 555-555-5555



Halfway House Hotline: 800-305-1811



Public Hotline: 888-909-3244



info@oco.nj.gov

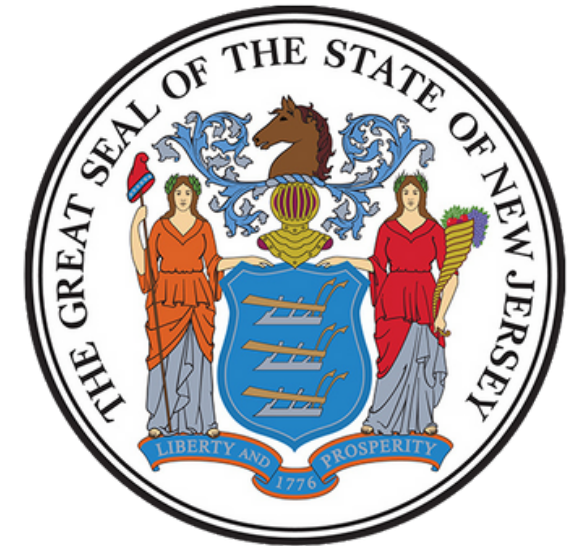


Corrections Ombudsperson
P.O. Box 855
Trenton, NJ 08625

All communications with the Ombudsperson's office are private and confidential. When requesting help from someone in the Ombudsperson's office, you can ask that they keep your identity private.

Please use the language in which you're most comfortable. Translation services are available if needed.

Office of the Corrections Ombudsperson



The New Jersey Office of the Corrections Ombudsperson provides independent oversight of prison conditions impacting the safety, health, and well-being of people in custody.

WHAT IS AN OMBUDSPERSON?

“Ombudsperson” means representative of the people. In New Jersey, the Corrections Ombudsperson acts as the eyes and ears of the public, overseeing conditions inside prison.

WHAT DOES THE CORRECTIONS OMBUDSPERSON DO?

- Inspects New Jersey state prisons
- Investigates complaints of mistreatment
- Hosts in-person or virtual meetings with the community
- Publishes independent findings about prison conditions and services
- Regularly tours every state prison and halfway house facility
- Recommends changes to policymakers

The Ombudsperson's goal is to make sure prisons and Residential Community Release Programs operate the way they should—and to protect people inside from harm.

COMPLAINT REVIEW PROCESS:

Upon receipt of a complaint, the Ombudsperson staff will determine if the complaint falls under the purview of the office.

Ombudsperson staff may provide information or direction on the phone, respond to you in writing, or follow up with you in-person.

Our aim is to look into your concerns, gather information to better understand them, and attempt to get them resolved.

When we identify significant or recurring problems that cannot be resolved with the Department of Corrections or their healthcare providers, our role is to inform the public about these issues without disclosing any confidential or personally identifiable information.

contact information on back of brochure

HOW TO SEEK RESOLUTION

Before contacting us, it's important that you first attempt to resolve the issue through the NJDOC inquiry and grievance system. These actions become part of the Department's permanent records and may help protect your legal rights if further action is necessary.

RCRP Participants: “Before reaching out to the Ombudsperson Office, please try to resolve concerns in-house by using these resources:

- House Meetings
- Social Services
- Case Management
- Treatment Team
- Program Directors
- DOC Office of Community Programs

WHAT THE OMBUDSPERSON CANNOT DO

- Cannot force changes—only recommend them
- Cannot resolve every issue—limited staff and time
- Not a grievance system—most problems can be solved by facility staff or by filing a remedy form
- Not a lawyer—cannot help with legal cases, parole, or disciplinary appeals