

State of Arizona
COMMISSION ON JUDICIAL CONDUCT

Disposition of Complaint 09-230

Complainant: No. 1371810821A

Judge: No. 1371810821B

ORDER

The commission reviewed the complaint filed in this matter and found that the allegations involved a court administrator over whom the commission has no jurisdiction. Accordingly, the complaint is dismissed pursuant to Rules 16(a) and 23.

Dated: November 23, 2009.

FOR THE COMMISSION

 \s\ Keith Stott
Executive Director

Copies of this order were mailed to the complainant and the judge on November 23, 2009.

This order may not be used as a basis for disqualification of a judge.

re: rude/unprofessional judicial staff

Dear Sir:

This letter is a follow-up from our conversation (8/21/09), regarding rude and unprofessional behaviors of some of the phone staff at the _____ Court.

I have had the unfortunate occasion to call receptionist/call center staff on several occasion. Most, were handled semi-professionally. However, the overwhelming majority have not.

I find it somewhat troublesome that civil employees act and talk to citizens, as though, the _____ Court has no accountability. And staff can speak to customers how they choose.

What I found even more troublesome, was the tone and attitude you took when I spoke to you regarding my experience(s). Although you stated you were not referring to me, you all but stated, my call was 'trivial, unbelievable and a waist of my time and yours'. I thought it was extraordinary unprofessional for you to talk over me and "loud talk" me, while I was attempting to explain the reasoning behind my call.

I found it even more insulting and disrespectful that you would attempt to explain staff's behaviors even before hearing me out. Leading me to believe these type of complaints are common for the _____ Court (which is even more disturbing).

Instead of asking me what the issues were that promoted my call, you continued on, by telling me you had spoken to _____ ; and then proceeded to tell me "why" she (and apparently other staff) are allowed to act belligerent and unprofessional:

"they receive a lot of calls from people asking the same question ..and [these] callers are simply trying to annoy them ...".

Unbelievable.

I believe the correct and professional position, would had been to apologize to a customer [me] for whatever experiences warranted the call; and then get my opinion of what happened. None of which occurred.

Additionally, after speaking to you I now understand why other staff feel they can speak to customers rudely, and get away with other unprofessional behaviors (calling customer's liars ((_____)), yelling and laughing inappropriately). Not only was I insulted, but appalled as an adult, and citizen, to see my tax monies spent on city

employees who show such blatant disrespect for the very individuals they are hired to service; as well as, to the citizens whose taxes help support their employment.

It is my observation, that since you, and your staff are employed at a court of law, you feel as though you may be above reproach, and perhaps even the law.

But sir, dare I remind you, you too are a citizen; as well as, a representative of AZ. And as such, you should conduct yourself accordingly. Especially since you stated, "I run everything here ...".

You should hold yourself and staff to an equal -if not higher, standard of professionalism than the common business. All persons calling, or visiting, the Court should have the expectant; they will always be treated with respect and courtesy while dealing with these offices.

If your staff are a reflection of you in these instances, then in my opinion both have failed. And consequently, the citizen's of AZ, have to pay the consequences by employing substandard employees.

It my sincerest belief, that perhaps so-called language barriers have played a major part in these matters. Nonetheless, persons working in customer services should be prepared and qualified to triage, circumvent and process request from customers, in a manner consistent with the businesses they represent; while maintaining a sense of professionalism, regardless of the customer (within reason).

And I do not believe my request, nor the other citizens, whom I have observed have been unreasonable.

Extremely disappointed

cc:

Arizona Commission on Judicial Conduct