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(Neb.)-Complaint Calls Climb At Nebraska Ombudsman's Office

By: Roxie Graham-Marski Posted at: 09/09/2013 09:58 AM

LINCOLN, Neb. (ASSOCIATED PRESS) - The Nebraska Ombudsman's Office expects to handle a record number of calls this year.



The office handles people's complaints about state agencies. Over the past 10 years, the office has averaged nearly 2,300 cases a year.

The number has been climbing. By Sept. 1 the count had hit 2,075. The record set last year was nearly 2,500.

State Ombudsman Marshall Lux says that, by his rough math, his office will have handled 3,100 cases by Dec. 31.

Lux says problems with the state's ACCESSNebraska hotline have added to the load of calls to his office. Callers have been having trouble getting through to the hotline.