## **Our Promise** The way we work with you

This Charter explains our commitment to you, underpinned by our values of Fairness, Tenacity, Courage, Compassion and Collaboration, and the way we will work with you to get you the best possible result. This promise applies to anyone who contacts us for information or assistance including existing and potential clients.

## What we do



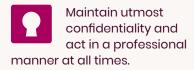
We will always act in your best interests to achieve the best possible result for you.

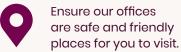


Make you aware of your legal rights and obligations, and minimise jargon so that you always understand the legal advice we give you.

## How we will do it

Provide affordable legal services including no win, no fee\* and flexible payment options, and always discuss any upfront costs involved in contesting your case.





Act in accordance with our quality assurance policies and procedures, our commitment to maintaining them is sacred to us.

## How we work with you



Communicate with you in a way that suits you best and reply promptly to all correspondence.



Your feedback is important to us. Call 1800 111 222 or email at info@mauriceblackburn.com.au with any comments you have about our service. Any feedback you provide will be carefully considered, and will help to maintain or improve our service today and in the future.