

# Our Promise

## The way we work with you

maurice  
blackburn  
lawyers

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.



We will provide you with accurate and quality legal advice that only comes with over 100 years' experience.



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.



Maintain utmost confidentiality and act in a professional manner at all times.



Ensure our offices are safe and friendly places for you to visit.



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

### How we work with you



We will always provide the highest standard of communication. We will have someone available to talk to you during business hours or we will return your call within 24 hours if you contact us outside of business hours.



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



We will treat you and all our clients with understanding and empathy at all times, respecting your cultural background, language and tradition.

Your feedback is important to us. Call **1800 111 222** or email at [info@mauriceblackburn.com.au](mailto: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.

**1800 111 222**  
[mauriceblackburn.com.au](http://mauriceblackburn.com.au)

\*Excludes third-party costs, conditions apply  
Information correct as at December 2019 | Client Service Charter | National