



**Policies and Procedures**

**Consumer Complaints**

**Procedures**

We at **Maspons Sellek Jacobs, LLP** take all consumer complaints seriously. We strive to make your interaction with our offices rewarding.

If there is an issue, please call our office at (786) 539-1427 and ask to speak with our Legal Administrator, Laura S. Aparicio, who receives comments, compliments, or complaints.

She will fill in our complaint intake form and attach any documentation which you provide. The completed form and any supporting documentation will be given to the Managing Partner, Mercedes M. Sellek.

The Managing Partner will evaluate the complaint and address your concerns. The Managing Partner will contact you to inform you of the assigned member of management who will be handling your complaint and approximately when you should expect to hear from the assigned member of management. Our goal is to have you contacted by the Legal Administrator within two days.

The assigned member of management will contact you and make every effort to resolve your complaint.

If you are not satisfied with the assigned member of management and the proposed resolution, ask to speak to the Managing Partner for further review.

<b>Contact Officer</b>	Laura S. Aparicio, Legal Administrator
<b>Date Approved</b>	
<b>Date of Commencement</b>	
<b>Amendment Dates</b>	
<b>Date for Next Review</b>	
<b>Related References and Links</b>	