

## Client Satisfaction Survey

Your opinions are very important to us in order to help us continually improve the service we provide. We would be most grateful if you could complete this form and returning it to us in the enclosed envelope (you do not need a stamp). Please be assured that the survey is completely confidential.

	Very Good	Good	Unsure	Poor	Very Poor
How would you rate how easy it is to access our services?					
How would you rate the way you were greeted by us when you visited our offices?					
How would you rate the approachability and friendliness of your adviser?					
How would you rate the level of confidence you had in your adviser to act in your best interests?					
How would you rate our understanding and commitment to the action that was taken on your behalf?					
How well did we communicate with you whether by telephone, letter, e-mail or face-to-face?					
How well did we explain things to you?					

	Very Good	Good	Unsure	Poor	Very Poor
How well did your advisor listen to what you had to say?					
	Very Good	Good	Unsure	Poor	Very Poor
In terms of the time taken by us to progress your matter, how would you rate our service to you?					
	Very Good	Good	Unsure	Poor	Very Poor
In general terms, how would you assess our service for you?					
If you answered poor or very poor to any question, or have any suggestions for how we could improve things that have not been dealt with above, please comment here.					
Are there any other legal services that you think we should provide?					
	Very Likely	Likely	Unsure	Not Likely	Very unlikely
How likely is it that you would recommend this firm to others?					
	Yes	No	Unsure		
Would you use our firm again?					
<p><b>Thank you for your time and trouble in completing this form. If you would like us to contact you to discuss any of the issues raised, please complete your name and address below.</b></p> <p><b>Name:</b></p> <p><b>Address:</b></p>					