



# Client Satisfaction Survey

## About You

This is OPTIONAL so you can remain entirely anonymous - but please provide details if you are comfortable doing so. However, please note that should you provide a first name this could be published alongside any review you are happy to leave in the review section later in this survey. If you wish to remain anonymous please leave this name section blank.

Client Name: .....

Email Address: .....

## About us

### Area of Firm

With which area of the firm did you consult? .....

### Staff Member

Who from our firm oversaw your matter (if you recall?) .....

## Recommend Us?

Based on your experience, how likely would you be to recommend us to a friend, family member or colleague? (0 is extremely unlikely and 10 is extremely likely)

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Our Service

Please rate how satisfied you are by marking the appropriate answer with an "X"

	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly satisfied	Very satisfied
<b>Understanding Needs</b> How satisfied were you that the legal representative understood your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Progress</b> How satisfied are you that you have been kept informed on the progress of your matter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Timescales</b> How satisfied were you that we met agreed timescales?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Our Approach</b> How satisfied were you that our staff were friendly and approachable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Did What We Agreed</b> How satisfied were you that we did what we agreed at the outset?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Our Communication

Please rate how satisfied you are by marking the appropriate answer with an "X"

	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly satisfied	Very satisfied
<b>Clear Communications</b> How satisfied were you that we explained things in a simple, clear manner that you could understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Speed of Response</b> How satisfied were you with the speed of our responses to your queries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## About Costs

Please rate how satisfied you are by marking the appropriate answer with an "X"

	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly satisfied	Very satisfied
<b>Fees Estimate</b> How satisfied were you that we outlined the cost of your legal advice at the beginning of the process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>On-going Cost Information</b> How satisfied were you that we kept you informed of the cost of your legal advice throughout the process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Value For Money</b> How satisfied were you with the value for money received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Why did you choose us?

Please tick all that apply

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Used Before    | <input type="checkbox"/> Character of Firm     | <input type="checkbox"/> Our Location          |
| <input type="checkbox"/> Cost           | <input type="checkbox"/> Our People            | <input type="checkbox"/> Reputation or Reviews |
| <input type="checkbox"/> Recommendation | <input type="checkbox"/> Ease of Communication | <input type="checkbox"/> Other                 |

## Suggestions for Improvement

How could we improve our service? Any comments made here will be treated as confidential.

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# Help You

Could we help you with other business or personal legal services (such as property, disputes, family, wills or commercial)? If so please provide us with your contact details and we will be in touch.

Phone number: .....

Service required: .....

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# Review

We would be grateful if you could leave a review. Your feedback, positive or negative, will help us improve our service.

Please note that any comment you leave here will appear on our profile on the ReviewSolicitors online review platform and may be used for other marketing purposes. Please do not include any personal details as comments may be used exactly as provided without any screening for sensitive information.

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