



## Client Satisfaction Survey

### About You

1.1 Name

1.2 Email

### About Us

2.1 Please enter your case ID (optional)

2.2 Which area of the firm did you deal with?

2.3 Which member of staff dealt with your case?

2.4 The main office which dealt with your case

## Our Service

- 3.1 Based on your experience, how likely would you be to recommend us to a friend, family member or colleague?

|   |   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|

Not at all

Extremely

Please can you share in more detail why you scored us this way.

- 3.2 How satisfied are you that the legal representatives understood your needs?

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|

Very Dissatisfied

Fairly Dissatisfied

Neither

Fairly Satisfied

Very Satisfied

Please can you share in more detail why you scored us this way.

- 3.3 How satisfied are you that you have been kept informed on the progress of your matter?

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|

Very Dissatisfied

Fairly Dissatisfied

Neither

Fairly Satisfied

Very Satisfied

Please can you share in more detail why you scored us this way.

## Our Service

3.4 How satisfied were you that we met agreed timescales?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

3.5 How satisfied were you that our staff were friendly and approachable?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

3.6 How satisfied were you that we did what we agreed at the outset?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

# Communication

4.1 How satisfied were you that we explained things in a simple, clear manner that you could understand?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

4.2 How satisfied were you with the speed of our responses to your queries?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

## Costs

- 5.1 How satisfied were you that we outlined the cost of your legal advice at the beginning of the process?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

- 5.2 How satisfied were you that we kept you informed of the cost of your legal advice?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

- 5.3 How satisfied were you with the value for money received?

|                   |                     |         |                  |                |
|-------------------|---------------------|---------|------------------|----------------|
| 1                 | 2                   | 3       | 4                | 5              |
| Very Dissatisfied | Fairly Dissatisfied | Neither | Fairly Satisfied | Very Satisfied |

Please can you share in more detail why you scored us this way.

## Finally

### 6.1 Why did you choose us?

- |  |  |
|--|--|
| <input type="checkbox"/> Used before       | <input type="checkbox"/> Our people            |
| <input type="checkbox"/> Character of firm | <input type="checkbox"/> Ease of communication |
| <input type="checkbox"/> Location          | <input type="checkbox"/> Cost                  |
| <input type="checkbox"/> Recommendation    | <input type="checkbox"/> Reputation/Reviews    |
| <input type="checkbox"/> Other             |  |

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

### 6.3 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.

### 6.4 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 may 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.

Reviews need to be 40 characters or more.

The name published with this review will be: