

**Client Feedback Questionnaire**

This client feedback questionnaire is part of our commitment to improving the service we provide. We would be grateful if you could help us by completing this form and returning it to us.

PLEASE BE AWARE THIS QUESTIONNAIRE IS NOT ANONYMOUS AND MAY BE SHARED WITH THE FEE EARNER.

Fee Earner:

Matter reference number:

Q1. How satisfied were you with our overall level of service?

Very satisfied

Fairly satisfied

Undecided

Fairly dissatisfied

Very dissatisfied

Q1a. If dissatisfied, please tell us briefly why this is.

Q2. Did we give you information/advice that was easy to understand?

Very easy

Fairly easy

Undecided

Fairly difficult

Very difficult

Q2a. How might we improve?

Q3. How informative did you find our staff?

Very good

Fairly good

Undecided

Fairly poor

Very poor

Q3a. How might we improve?

Q4. How well did we keep you up-to-date with progress?

Very well

Fairly well

N/A – one off

Fairly poor

Very poor

Q5. How well did we listen to what you had to say?

Very well

Fairly well

Undecided

Fairly poor

Very poor

Q6. Would you recommend us to someone else if they needed legal help or advice?

Certain to

Likely to

Undecided

Unlikely to

Certain not to

Q7. Do you have any further comments or suggestions that may help us to improve our level of service? Please continue on another sheet if necessary.

Thank you for completing this form, we appreciate your comments both positive and negative. If you require a response, please let us know when returning this form.