

Knocker & Foskett
SOLICITORS
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 assured that this survey will remain completely confidential.

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

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.