

As part of our commitment to improving the service we provide, we send our clients this feedback questionnaire. We would be grateful if you could help us by completing this form and returning it to us. Please be assured that the survey is completely confidential and unless you complete your details at the end, we will not know who has taken part.

For office use only	
Fee earner:	
Work area:	
Date:	

Please tick only **one** box per statement

		Strongly agree	Agree	Undecided	Disagree	Strongly disagree
1	I was satisfied with your overall level of service					
2	We gave you information and advice that was easy to understand					
3	Our staff were informative and helpful					
4	We kept you up-to-date with the progress of your case					
5	You would recommend us to someone else if they needed legal help or advice					

6	Please tell us how you heard about Cowans Solicitors LLP	<input type="checkbox"/> I'm a previous client <input type="checkbox"/> Passing by <input type="checkbox"/> Recommendation from a professional <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Friends/Family <input type="checkbox"/> Internet <input type="checkbox"/> Duty Solicitor
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7	Do you have any further comments or suggestions that may help us to improve our level of service?

Thank you for completing this questionnaire. Your responses are completely confidential. If you wish to provide us with your name and contact details below please do so but you are not obliged to.

More about our services

If you would wish to receive details about our services below then please tick the appropriate box and complete your contact details below.

- ☐ Making a Will
- ☐ Lasting Powers of Attorney
- ☐ Probate and Trusts
- ☐ Buying or selling your property
- ☐ Family law matters

Name: Telephone no:

Address:

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Once completed, please kindly email the questionnaire to admin@gracelandsolicitors.co.uk or post it to **15 Beresford Square, London SE18 6AY**