

Graceland Solicitors
Feedback Questionnaire

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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 graceland solicitors
I'm a previous client Friends/Family
Passing by Internet Duty Solicitor
Recommendation from a professional
Other (please specify)

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 Buying or selling your property
Lasting Powers of Attorney Family law matters
Probate and Trusts
Name: Telephone no:
Address:

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