**Client Feedback Questionnaire**

Graceland Solicitors

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 emailing it back to us at admin@gracelandsolicitors.co.uk. 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*

Date: \_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_/20\_\_

Law Area Fee Earner/Advisor \_

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

# PLEASE TICK ONE BOX

* Very satisfied
* Fairly Satisfied
* Undecided
* Fairly dissatisfied
* Very dissatisfied

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

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

# PL'EASE TICK ONE BOX

/ □ Very easy

* Fairly easy
* Undecided
* Fairly difficult
* Very difficult

Q2a. How might we improve?

Q3. How informative did you find our staff?

# PLEASE TICK ONE BOX

* + Very good
  + Fairly good
  + Undecided
* Fairly poor
* Very poor

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

# PLEASE TICK ONE BOX

* + Very well
  + Fairly well

0 Undecided

\

* + Fairly poor
  + Very poor
  + Not Applicable- one off advice given

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

# PLEASE TICK ONE BOX

* + Very well

O Fairly well

* + Undecided
  + Fairly poor
  + Very poor

Q6. Did we treat you fairly at all times?

# PLEASE TICK ONE BOX

* + Yes □ No □ Don't know

Q6a If you believe you were treated unfairly due to e.g. your ethnic background, sex, religion o*r* any other reason please tell us briefly what happened.

Q7. Would you recommend us to someone else if they needed legal help or advice? PLEASE TICK ONE BOX

* + Certain to □ Unlikely to
  + Likely to □ Certain not to
  + Undecided

Q7a. Please give your reason(s) for your answer to 07.

Q8. Was the result of your case better, worse or the same as we had advised you? PLEASE TICK ONE BOX

* + Better □ Same □ Worse

Q 9. Please tell us how you heard about our organization and whether it was easy or difficult to making initial contact.

Q10. 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 questionnaire. Your responses are completely confidential. However, if you would like us to contact you to discuss any of the issues raised, please complete your name and address below.

IF **YOU DO NOT REQUIRE US TO CONTACT YOU PLEASE LEAVE THIS SECTION BLANK.**

Name:

Address: