

CLIENT SURVEY FORM

CLIENT NAME:

~~an Riley~~

MATTER REFERENCE:

R1117/1

ADVISOR(S):

Stuart USGO.

15 AUG 2023
15 AUG 2023

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			✓	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?			✓	
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?			✓	
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES NO (please circle)

Would you recommend this firm to others?

YES NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

Please note: We are sometimes required to provide the Law Society with details of client satisfaction as part of working towards quality standards. We will therefore assume that you are happy for us to use the information you supply on this form for these purposes unless you tick this box [].

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11 AUG 2023

2023

CLIENT SURVEY FORM

CLIENT NAME:

Christopher Lee B. HAN Lee

MATTER REFERENCE:

L84711

ADVISOR(S):

SEAN USGO

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				7
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				7
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				7
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				7
5. In general, how would you rate the service you received from us?				7
6. Do you feel as though you have had good value for money?				7

Do you believe you have been treated fairly?

YES NO (please circle)

Would you recommend this firm to others?

YES NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

Very Pleased with an experience. Very happy with all staff we came across. Thankyou :)

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14 AUG 2023

CLIENT SURVEY FORM

CLIENT NAME:

Bron Brent & Brenda Brent

MATTER REFERENCE:

B784/13.

ADVISOR(S):

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

Communications from the wills dept. could be better. Otherwise we were pleased with the outcome.

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11 AUG 2023

CLIENT SURVEY FORM

CLIENT NAME:

~~Robert Stocks & Patricia Stocks~~

MATTER REFERENCE:

570915

ADVISOR(S):

Stewart USGO

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			✓	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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CLIENT SURVEY FORM

CLIENT NAME: Daniel McKeeman & Patricia McKeeman

MATTER REFERENCE: m130012

ADVISOR(S): Stuart Usigo

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			✓	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?			✓	
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?			✓	
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

THE WHOLE PROCESS WAS PAINLESS AND CARRIED OUT IN A VERY PROFESSIONAL WAY.

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02 AUG 2023

CLIENT SURVEY FORM

CLIENT NAME:

Brenda Hoskins

MATTER REFERENCE:

H107614 - WML

ADVISOR(S):

SEVARE USGO

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			✓	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?			✓	
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

Overall the service was very good. I have no adverse comment to make

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