CLIENT NAME:

2 0 JUL 2023

_	POOR	FAIR	GOOD	EXCELLEN
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.				V
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?				V
o you believe you have been treated fairly?	ES NO (ple	ease circle)		
Vould you recommend this firm to others?	YES) NO (PI	ease Circle)		
Please leave any comments in the box below. e.g., improvements, aspects you believe could have been handled beturther on, compliments to a member of staff you dealt with, any gene			ve you wish t	o elaborate
GREAT SERVICE GREAT STAFF	PLEA!	SURS	_ `	

as part of working towards quality standards. We will therefore assume that you are happy for us to

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use the information you supply on this form for these purposes unless you tick this box [].

promotional material (only first names will be used)

CLIENT NAME:

MATTER REFERENCE: S1823				
ADVISOR(S): Studie USOP.				
	POOR	<u>FAIR</u>	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				
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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?				V
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6. Do you feel as though you have had good value for money?				$\sqrt{}$
Oo you believe you have been treated fairly?	E9 / NO (ple	ase circle)		
Vould you recommend this firm to others?	<u>~</u>	ease Circle)		
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urther on, compliments to a member of staff you dealt with, any gene				
GOOD PROFESSIONAL	SERV	11 CE		

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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CLIENT NAME:

MATTER REFERENCE:

9	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			7	
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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?			/	

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).

GOOD SERVICE - VERT CLEAR IN EXPLANING OPTIONS

(YES)NO (Please Circle)

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CLIENT NAME:	Earl	ey		
MATTER REFERENCE: B2059	1			
ADVISOR(S): SELVENE US	POOR	r FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?	TOOK	IAIN		LACLILINI
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				
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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?				U d
Do you believe you have been treated fairly? Would you recommend this firm to others?		ase circle) ease Circle)	y	
Please leave any comments in the box below. (e.g., improvements, aspects you believe could have been handled believe could have been handled believe con, compliments to a member of staff you dealt with, any general	tter, any point eral comment:	s from abov	ve you wish to	elaborate
Please note: We are sometimes required to provide the Las part of working towards quality standards. We will the use the information you supply on this form for these pur	refore assu	me that y	ou are hapı	oy for us to
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CLIENT NAME: (13		-	
MATTER REFERENCE: RVO41/5				
ADVISOR(S): SELECITE USC				
SECURE CASE				
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1. When either entering the office or telephoning in, how would you rate the service you received at reception?				
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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?	ĒŠ/NO (ple	ease circle)		
Nould you recommend this firm to others?	(ES) NO (PI	ease Circle)		
Please leave any comments in the box below.				
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e.g., improvements, aspects you believe could have been handled be urther on, compliments to a member of staff you dealt with, any gene	tter, any poin	C3 ITOITE GOOT		

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CLIENT NAME: 5

MATTER REFERENCE: S1816/01:
ADVISOR(S): Katie Fietcher.

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				and the second
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				-:
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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?	Do '	vou	believe	vou	have	been	treated	fairly?
--	------	-----	---------	-----	------	------	---------	---------

Would you recommend this firm to others?

YES NO (please circle)
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).

Big Thankyon to the TEAM, Especially katie Fantastic service and very nellful.

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Mr + Mrs Dadwall

MATTER REFERENCE:

B1902/005

ADVISOR(S):

Helen Pew

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				
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6. Do you feel as though you have had good value for money?				

Do y	you	believe	you	have	been	treated	fairly?
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YES NO (please circle)

YES / NO (Please Circle)

Would you recommend this firm to others?

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(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).

Helen and harmen provided a familiers Denvice for our house purchase - they responded quickly to our emails, gave excellent advice & we completed que Please note: We are sometimes required to provide the Law Society with details of client satisfaction a

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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CLIENT NAME:

MATTER REFERENCE: A 580 / 2

ADVISOR(S): SELECTIVE USOO.

0 3 JUL 2023

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	POOR	FAIR	GOOD	EXCELLEN
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Do you believe you have been treated fairly?

YES (please circle)

NO (Please Circle)

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(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).

Excellent AND EFFICIENT SERVICE AS ALWAYS

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