

CLIENT SURVEY FORM

20 JUL 2023

CLIENT NAME: [REDACTED]

MATTER REFERENCE: 51825 101

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).

GREAT SERVICE
GREAT STAFF
A PLEASURE.

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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20 JUL 2023

CLIENT SURVEY FORM

CLIENT NAME: ~~Robert Spence~~ & ~~Wendy~~

MATTER REFERENCE: 5182311

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).

GOOD PROFESSIONAL SERVICE

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CLIENT SURVEY FORM

CLIENT NAME:

~~ROSIE THOMPSON~~

MATTER REFERENCE:

T938101

ADVISOR(S):

Stuart 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).

GOOD SERVICE - VERY CLEAR IN EXPLAINING OPTIONS

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CLIENT SURVEY FORM

CLIENT NAME:

~~Maureen Bailey~~

MATTER REFERENCE:

B205911

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?				✓

charity.

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

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CLIENT SURVEY FORM

06 JUL 2023

CLIENT NAME:

Carol Lincoln

MATTER REFERENCE:

R1041/S

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)

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CLIENT SURVEY FORM

CLIENT NAME: Stecman

MATTER REFERENCE: S1816/01

ADVISOR(S): Katie Fletcher.

	<u>POOR</u>	<u>FAIR</u>	<u>GOOD</u>	<u>EXCELLENT</u>
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).

Big Thank you to the team, especially Katie. Fantastic service and very helpful.

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CLIENT SURVEY FORM

CLIENT NAME: Mr + Mrs Dadwal

MATTER REFERENCE: B1902/005

ADVISOR(S): Helen Pew

	<u>POOR</u>	<u>FAIR</u>	<u>GOOD</u>	<u>EXCELLENT</u>
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).

Helen and Lauren provided a faultless service for our house purchase - they responded quickly to our emails, gave excellent advice & we completed

quickly and without stress

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CLIENT SURVEY FORM

CLIENT NAME:

~~Loren Adamson~~

03 JUL 2023

MATTER REFERENCE:

A58012

ADVISOR(S):

Stuart 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)

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EXCELLENT AND EFFICIENT SERVICE AS ALWAYS

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