

# CLIENT SURVEY FORM

CLIENT NAME: Mr & Mrs [REDACTED]

MATTER REFERENCE: f647/1

03 MAY 2023

ADVISOR(S): Stewart usgo

	<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?				YES

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).

EXCELLENT      THANK YOU

**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 SURVEY FORM

CLIENT NAME: Mr & Mrs [REDACTED]  
 MATTER REFERENCE: H176111  
 ADVISOR(S): Stewart USGO

06 MAY 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).

FROM START TO FINISH YOU HAVE ALL BEEN A BRILLIANT TEAM. MANY THANKS DAVID AND JONNE HICK

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# CLIENT SURVEY FORM

1.1 MAY 2023

CLIENT NAME:

*MARK [REDACTED] + L.E. [REDACTED]*

MATTER REFERENCE:

*1 BUCKBY ROAD REDCAR*

ADVISOR(S):

*HELEN PEW + KATE FRETNER*

	<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).

*EVERYONE WAS EXCELLENT. NO PROBLEM AT ALL  
RECOMMENDING RJK SOLICITORS  
10/10*

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# CLIENT SURVEY FORM

CLIENT NAME: Nicola ~~Portt~~

26 MAY 2023

MATTER REFERENCE: P97211

ADVISOR(S): STEWART USGO.

	<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)

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31 MAY 2023

## CLIENT SURVEY FORM

CLIENT NAME:

Paul Ayrton

MATTER REFERENCE:

A70011

ADVISOR(S):

Stuart Lisgo

	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 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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