

CLIENT SURVEY FORM

CLIENT NAME: ██████████

17 OCT 2023

MATTER REFERENCE: Z18/01

ADVISOR(S): KATIE FLETCHER.

	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).

KATIE HAS BEEN EXTREMELY HELPFUL AND ACCOMODATING THROUGHOUT THE PROCESS. HAVE ALREADY LEFT ONLINE REVIEWS AND WILL BE RECOMMENDING YOU.
MANY THANKS!