

CLIENT SURVEY FORM

25 SEP 2023

CLIENT NAME: _____

MATTER REFERENCE: W990915

ADVISOR(S): Stewart Ursop

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			<input checked="" type="checkbox"/>	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?			<input checked="" type="checkbox"/>	
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.		<input checked="" type="checkbox"/>		
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?			<input checked="" type="checkbox"/>	
5. In general, how would you rate the service you received from us?			<input checked="" type="checkbox"/>	
6. Do you feel as though you have had good value for money?			<input checked="" type="checkbox"/>	

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).

Have put late for phone calls to you. I seem to have with an SMS messages service, which I admit didn't fully understand and didn't get response to my messages. Would like to call in to the office, sorry don't have a calendar.

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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15 SEP 2023

CLIENT SURVEY FORM

2023

CLIENT NAME: [REDACTED]
 MATTER REFERENCE: H17R101
 ADVISOR(S): STUART WOOD

	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 / (please circle)

Would you recommend this firm to others? YES / (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).

I WOULD USE YOU AGAIN IF I EVER NEEDED ANOTHER SOLICITORS AGAIN. ASS MY OLD SOLICITORS JOHN THORPE SECURITY REPORTED.

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13 SEP 2023

CLIENT SURVEY FORM

[Redacted Client Name]

CLIENT NAME:

MATTER REFERENCE: B205311

ADVISOR(S): SCURIE USGO

	EXCELLENT	GOOD	FAIR	POOR
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 (please circle) / NO (please circle)

Would you recommend this firm to others?

YES (please circle) / 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).

I WAS MADE TO FEEL UNWELCOME THE TIMES I CALLED IN TO THE OFFICE WITH OTHERS OF MY CASE I AM NOT SOME BROTHER. THAT WAS DEALT WITH IN AN OFFICIOUS AND UNMANNER


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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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12 SEP 2023

CLIENT SURVEY FORM

CLIENT NAME: 

MATTER REFERENCE: DR32/2

ADVISOR(S): STEVE USGO

EXCELLENT GOOD FAIR POOR

✓				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).

Bob Stuart Higo & Nichole Blackburn were very helpful and courteous towards myself & Frank and the transaction was dealt with efficiently and quickly.
 PS - Reception staff very friendly & pleasant

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CLIENT SURVEY FORM

11 SEP 2023

CLIENT NAME: [REDACTED]
 MATTER REFERENCE: P411
 ADVISOR(S): STUART WAGO

	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.)

Due to my restricted mobility and distance from my partner I am so grateful to Mr Lisgo and Knaggs & Co for their help working with my large brothers estate. Thank you!

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11-2023

CLIENT SURVEY FORM

Michelle Form Completed as discussed on phone with you on 11/8/23

CLIENT NAME: [Redacted]

MATTER REFERENCE: S182811

ADVISOR(S): STUART WAGO

ABSOLUTELY EXCELLENT

EXCELLENT	GOOD	FAIR	POOR
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<input checked="" type="checkbox"/>	1. When either entering the office or telephoning in, how would you rate the service you received at reception?
<input checked="" type="checkbox"/>	2. How would you rate the personal manner of the advisor(s) that dealt with your case?
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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?
<input checked="" type="checkbox"/>	5. In general, how would you rate the service you received from us?
<input checked="" type="checkbox"/>	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 deal with, any general comments)

ABSOLUTELY EXCELLENT, YOUR FIRM HAS FULFILLED ALL THAT YOU ASK THEM, AND UNDERSTANDING, EXPLAINING ALL THAT YOU ASK THEM, WHOSE MIND IS SO RELAXING AND ENJOYING WITH NO QUESTION LEFT, SPECIAL THANKS TO MICHAEL STUART WAGO MR. 1560

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Thank you

07 SEP 2024

CLIENT SURVEY FORM

CLIENT NAME: ~~XXXXXXXXXXXXXXXXXXXX~~
 MATTER REFERENCE: B184016
 ADVISOR(S): STUART USPO

EXCELLENT	GOOD	FAIR	POOR		
	✓				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 (please circle) NO (please circle)


Would you recommend this firm to others?
 YES (please circle) 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)

Michelle was very helpful and supportive and very caring

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CLIENT SURVEY FORM

CLIENT NAME: 

MATTER REFERENCE: T80213

ADVISOR(S): STUART USGP

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?
EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT

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).

I have found my dealings with Knaggs to be very friendly and professional.

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