## **CLIENT SURVEY FORM**

CLIENT NAME:

1 2 DEC 2023

	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?				V
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?				<b>V</b>
5. In general, how would you rate the service you received from us?				V
6. Do you feel as though you have had good value for money?				W
Do you believe you have been treated fairly?	ES) NO (ple	ase circle)		
Would 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 bet further on, compliments to a member of staff you dealt with, any gene			ve you wish to	o elaborate
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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 [ ].

by ticking this box. I consent to Knaggs and Co Solicitors using my comments in their

by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their promotional material (only first names will be used)

## **CLIENT SURVEY FORM**

0 2 DEC 5053 CLIENT NAME: MATTER REFERENCE: ADVISOR(S): **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 Do you believe you have been treated fairly? NO (please circle) Would you recommend this firm to others? 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). 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 [ ]. by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their promotional material (only first names will be used)

## **CLIENT SURVEY FORM**

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ADVISOR(S): SELECTE LISOR	) <sub>188</sub>			
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