

CLIENT SURVEY FORM

CLIENT NAME: Alan [REDACTED]

MATTER REFERENCE: JS3212.

ADVISOR(S): Stewart Lugo.

	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).

Very FRIENDLY SERVICE

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: Richard [REDACTED]

08 FEB 2024

MATTER REFERENCE: W178311

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?				/

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CLIENT SURVEY FORM

06 FEB 2024

CLIENT NAME: Pauline [REDACTED]

MATTER REFERENCE: B2056 12

ADVISOR(S): Stuart Lugg

	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?			✓	

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YES NO (please circle)

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CLIENT SURVEY FORM

CLIENT NAME: Derek [REDACTED]

05 FEB 2024

MATTER REFERENCE: PAB 12

ADVISOR(S): SEWORE LIGOP

	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?				✓

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