

CLIENT SURVEY FORM

07 MAR 2023

CLIENT NAME: EMMA [REDACTED]

MATTER REFERENCE:

ADVISOR(S): KATIE FLETCHER, HELEN PEW

	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).

Amazing experience from start to finish, Katie kept me informed at every stage very happy with the service THANKS! 😊

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

CLIENT NAME: Mrs [REDACTED]

MATTER REFERENCE: AB39/11.

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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CLIENT SURVEY FORM

CLIENT NAME: [REDACTED]

MATTER REFERENCE: R58314.

ADVISOR(S): SEWART 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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CLIENT SURVEY FORM

20 MAR 2023

CLIENT NAME: XXXXXXXXXX

MATTER REFERENCE: U10611

ADVISOR(S): STEWART LISGO

	<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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(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).

all members of staff were welcoming & pleasant at all times. Excellent advice by Mr. Lisgo

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CLIENT SURVEY FORM

CLIENT NAME:

MRS [REDACTED]

MATTER REFERENCE:

N339101

ADVISOR(S):

Stewart 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

CLIENT NAME: Mr. H [REDACTED] + Mrs H [REDACTED]

MATTER REFERENCE: HP / KF / OJ17A / B0 20 SS / 001

ADVISOR(S): Helen Pew

	<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?				✓

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