

CLIENT SURVEY FORM

CLIENT NAME: Roger [REDACTED]

MATTER REFERENCE: L83012

30 JAN 2024

ADVISOR(S): Stuart 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)

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 ALWAYS FOUND EVERYONE AT KNAGGS & CO TO BE POLITE, HELPFUL AND PROFESSIONAL.

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: Robert [REDACTED]

MATTER REFERENCE: R1131/11

ADVISOR(S): Stewart Usigo.

	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).

I WAS MADE TO FEEL AT EASE
WITH STUART AND THE RECEPTIONIST.

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CLIENT SURVEY FORM

CLIENT NAME: Brian [REDACTED]
 MATTER REFERENCE: H165112
 ADVISOR(S): SEWELL USGO.

09 JAN 2024

	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).

Reason for the No 4 & 5 only got good was that original Will Both myself and Advisor noticed mistakes in spelling & names.

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CLIENT SURVEY FORM

02 JAN 2024

CLIENT NAME: [REDACTED]

MATTER REFERENCE: C1668/01

ADVISOR(S): KATIE FLETCHER

	<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)

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 was excellent with advice and support.
This was not an easy mortgage solicitor but Katie persevered. Many thanks

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02 JAN 2024

CLIENT SURVEY FORM

CLIENT NAME: Keith [redacted] & Janet [redacted]

MATTER REFERENCE: D104611

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?				n/a

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).

Excellent service we used Knaggs via Cancer Research for the purpose of making our wills.
Very professional highly recommended. Thank you

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