**Your Comments**

*To improve our service, please help us by completing this form and returning it in the enclosed envelope (****you do not need a stamp****).*

PLEASE TICK ONE BOX TO ANSWER EACH QUESTION

The person that dealt with your matter was

1. Were you satisfied with what we did for you?

|  |  |  |  |
| --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |

Comments?

1. Were we approachable and friendly?

|  |  |  |  |
| --- | --- | --- | --- |
| Very friendly | Fairly friendly | Fairly unfriendly | Very unfriendly |

Comments?

1. Were you satisfied with the way that your visits to the office and/or telephone calls were dealt with by the person on reception?

|  |  |  |  |
| --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| Not appliable, neither visited nor called the office |

Comments?

1. Did we keep you informed of all progress?

|  |  |  |  |
| --- | --- | --- | --- |
| Very well | Fairly well | Not too well | Poor |
| Not appliable, only seen once |

Comments?

1. Was the information easy to understand (for example our letters)?

|  |  |  |  |
| --- | --- | --- | --- |
| Very easy | Fairly easy | Fairly difficult | Very difficult |

How might we improve?

1. Would you recommend us to someone else if they needed legal help or advice?

|  |  |  |  |
| --- | --- | --- | --- |
| Definitely | Likely | Unlikely to | Certainly not |

Please give your reason(s)

**7.** Was the result of your case better, worse or the same as we had advised you?

|  |  |  |  |
| --- | --- | --- | --- |
| Much better | Better | Same  | Worse |

Thank you for completing this questionnaire.

**If you wish to tell us**, please complete your name and address below.

Name:

Address:

Do you have any further comments or suggestions that may help us to improve our level of service?

|  |  |
| --- | --- |
|  Yes | No |

Do you want us to reply to your comments?

Apart from legal assistance, did you receive any other support or advice from us? If yes, please give details below.