

Thank you for placing your confidence in our firm and for taking your valuable time to complete this questionnaire. We are proud of our work and continually strive to reach out to others that might benefit from our services. We appreciate any input that you provide about engaging our firm to help make our services more effective.

**Client Satisfaction Survey**

1. What were the primary factors that influenced you to select our law firm (1<sup>st</sup> , 2<sup>nd</sup> , 3<sup>rd</sup> )

- Reputation of our firm
- Expertise in our particular area of law
- Referral by other professional
- Referral by an Individual
- Association with firm attorney
- Other \_\_\_\_\_

Please rate our firm’s legal services:

✓	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
2. General overall quality of work					
3. Firms handling of your legal issues					
4. Communication with attorney					
5. Communication with care coordinator					
6. Communication with support staff					
7. Quality of documents					
8. Value of services in relation to fee					
9. Level of expertise					
10. Appreciation of your concerns					
11. Return of phone calls					
12. Courteousness of staff					
13. Explanation of legal matters					
14. Frequency of status reports on your file					

15. What additional areas of law could you use help in:

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16. Would you like someone from our firm to call you regarding a specific concern:

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17. What areas could be improved or do you have any suggestions:

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18. Please share your overall experience:

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May we share your comments (we will keep your identity private)  Yes  No

19. Occasionally new potential clients ask us for names of others who have used our services, may we use you as a reference?  Yes  No

Most of our new clients are from people like you! A referral is greatest compliment we can receive. We hope that you will refer to us anyone you think could be helped by our services. Enclosed are several business cards in case you want to give someone our contact information.

If you prefer we contact them directly please share their information below. We can provide our legal guides, newsletter and seminar schedule. If so may we use your name when we contact them

Yes  No

Name \_\_\_\_\_

Phone \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_