How were you referred to our firm?

🞏 Know lawyer or staff member personally. Name

🞏 Referred by someone. Name

🞏 Saw firm advertisement or brochure. Where?

🞏 Saw firm website

🞏 Other (please explain)

Why did you select our firm? Mark all that apply.

🞏 Convenient location

🞏 Firm/lawyer reputation

🞏 Personal relationship with lawyer/staff member

🞏 Business relationship with lawyer/staff member

🞏 Cost of legal services

🞏 Recommendation (please explain)

🞏 Other (please explain)

What is your opinion about the following?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Satisfied | Somewhat  Satisfied | Somewhat  Dissatisfied | Very Dissatisfied |
| Convenience of the office location  Comfort and appearance of reception area  Staff helpfulness  Courteousness  Ease of reaching your lawyer by telephone  Promptness in returning telephone calls  Promptness in email response, if applicable  Clarity of lawyer’s explanations  Amount of information I got about my case  Settlement amount, if applicable  Charge for attorney fees  Responsiveness when I wanted to meet  Lawyer’s skills as a listener  Lawyer’s concern about me as a person  Lawyer’s belief in my case  Overall, what is your level of satisfaction with our service? | 🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏 | 🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏 | 🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏 | 🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏  🞏 |

Did we meet your expectations? 🞏 Yes 🞏 No

Do you feel you could have handled your case as well without a lawyer? 🞏 Yes 🞏 No

Would you ask our firm to handle another case for you? 🞏 Yes 🞏 No

Would you refer a friend to our firm? 🞏 Yes 🞏 No

Do you have any suggestions for how we can improve our services? (Continue on separate sheet if necessary.)

Thank you for taking the time to complete our questionnaire. We will review your answers and strive to serve you and other clients better.

If you want to give us your name and phone number, we may call you to discuss your feedback. We will also discuss any action we are taking to improve our service to clients. We thank you again for selecting us as your lawyers and helping us improve our client service.

Optional: (Name) \_\_\_\_\_\_ (Date)

(Phone) (Email)

(Case/Matter)

**IMPORTANT NOTICES**

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