

CLIENT FEEDBACK QUESTIONNAIRE

*Your suggestions and feedback are very important to us!
Thank you for taking the time to complete this questionnaire.*

1. You first contacted our firm because of:

- a. A friend's recommendation
- b. Another client's recommendation
- c. Ad found in: _____
- d. Our reputation in the community
- e. Another attorney's recommendation
- f. Other _____

2. How satisfied were you with your initial consultation?

- a. Very satisfied
- b. Somewhat satisfied
- d. Somewhat dissatisfied
- e. Totally dissatisfied

3. Did our support staff treat you respectfully and cordially?

- a. Always
- b. Sometimes
- c. Rarely
- d. Never

4. Were our fees reasonable based on the services received?

- a. Yes, completely
- b. Somewhat
- c. No

5. Did you always receive clear explanations about your case or matter?

- a. Yes
- b. Not always
- c. Never

6. Were your phone calls returned promptly?

- a. Always
- b. Sometimes
- c. Never

7. Were all your questions answered in a prompt and clear manner?

- a. Always
- b. Not always
- c. Never

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8. Have you recommended our firm to any of your friends or colleagues?
- a. Yes, to more than 5 people
 - b. Yes, to fewer than 5 people
 - c. No, because no one I knew was in need of an attorney
 - d. No, because I feel uncomfortable recommending your firm
 - e. No, because I didn't want to tell anyone I had seen an attorney
9. Overall, how would you rate your satisfaction with our firm's services?
- a. Totally satisfied
 - b. Mostly satisfied
 - d. Somewhat satisfied
 - e. Totally dissatisfied
10. What would you change about our firm or the professional services we provide clients if you could?