## **CLIENT FEEDBACK QUESTIONNAIRE**

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

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	You first contacted our firm because of:		our firm because of:	
c. Ad found in:				
d. Our reputation in the community e. Another attorney's recommendation f. Other				
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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		e.		
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b. Not always c. Never 6. Were your phone calls returned promptly? a. Always	5. Did you always receive clear explanations about your case or matter?			
c. Never  6. Were your phone calls returned promptly?  a. Always		a.	Yes	
6. Were your phone calls returned promptly?  a. Always		b.	Not always	
a. Always		C.	Never	
	6.	Were your phone calls returned promptly?		
b. Sometimes		a.		
		b.		
c. Never		C.	Never	
7. Were all your questions answered in a prompt and clear manner?	7.	Were all vour ques	tions answered in a prompt and clear manner?	

a.

b.

C.

Always Not always

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?