

Client Survey

As a firm, we are committed to ensuring that we provide our clients with the best legal advice and services in the market. We continuously work to understand and engage with our clients so we can gain valuable feedback that helps us improve our service. As part of this process, it would be greatly appreciated if you could please fill in the short survey below.

Your Organisation:

Your Name:

Your Role:

Date:

1. Your relationship with us today

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|---|--|
| (a) How long have you been a client? | |
| (b) Why did you select us as your law firm? | |
| (c) How did you find out about us? | |

2. How are we performing?

Where specified, please chose the option that most accurately reflects the statement or question.

| | |
|---|--|
| (a) We are delivering what you need | |
| (b) We make it easy for you to work with us | |
| (c) We communicate with you effectively | |
| (d) We manage problems/complaints well | |
| (e) You are likely to recommend us to a third-party | |
| (f) How do you rate our value, our cost/benefit? | |
| (g) How do you rate our overall performance? | |

3. Our relationship in the future

Where specified, please chose the option that most accurately reflects the statement or question.

| | |
|--|--|
| (a) You are likely to continue to work with us | |
| (b) What would persuade you use our services more widely? | |
| (c) What three aspects of our service do we need to improve? | |

4. Additional comments

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