



Client Survey Form

<p>Your Name: PAUL HORSMAN</p> <p>Your Matter: MAT781</p> <p>Date: 23.09.2015</p>	RECEIVED 29 SEP 2015
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	Poor	Fair	Good	Excellent
<p>1 How would you rate our reception area and the greeting you received? If poor or fair, how do you think we could improve this aspect of our practice?</p>				✓
<p>2 How would you rate the personal manner of the solicitor that you had the most dealings with? If poor or fair, how do you think we could improve their service to you?</p>				✓
<p>3 How would you assess the communication, be it by letter or e-mail, that you received? If poor or fair, how could we have improved this for you?</p>				✓
<p>4 How would you rate your understanding and commitment to the action that was taken on your behalf? If poor or fair how could this have been improved for you?</p>				✓
<p>5 In general terms, how would you assess our service for you? If you have any suggestions for how we could improve things that have not been dealt with above, please comment here</p>				✓
<p>If you are happy to provide an endorsement for the firm, please provide details.</p>	<p align="center" style="font-size: 1.2em; font-family: cursive;">Very good service.</p>			
<p>Are you happy for the above endorsement to be placed on our website?</p>	Yes	No		
<p>Would you be likely to recommend this firm to others?</p>	Yes	No	Undecided	
<p>Were you cold called by anyone at the firm?</p>	Yes	No		

Thank you for your time and trouble in completing this form.

Please return it in the stamped addressed envelope provided.