



CLIENT CARE QUESTIONNAIRE

Name:

Address:

.....

Our Reference - File number:

Date:

We are anxious to maintain a high level of client care and it is our clients who can judge best whether we succeed. Your comments will help us and we would be most grateful if you will take a few moments to complete and return this questionnaire.

If you have completed this questionnaire on an earlier occasion, it will still be helpful for us to receive your further comments now.

How did we do?	Excellent	Good	Adequate	Poor	N/A
Fixing an appointment: Was there any undue delay in obtaining an appointment?	[]	[]	[]	[]	[]
Keeping to appointment time Were you kept waiting after the booked time for an appointment?	[]	[]	[]	[]	[]
Receptionist Did the receptionist answer your calls quickly and satisfactorily?	[]	[]	[]	[]	[]
Staff behaviour Were our staff helpful and courteous at all times?	[]	[]	[]	[]	[]
Progress of work Were you satisfied that we did everything possible to progress your work efficiently?	[]	[]	[]	[]	[]
Call Backs If you asked us to telephone you back, did we respond within a reasonable time?	[]	[]	[]	[]	[]
Replies to letters/emails Did we reply to your communications within a reasonable time?	[]	[]	[]	[]	[]

Supplying information Were you kept sufficiently informed about what was happening and about costs?	[]	[]	[]	[]	[]
Quality of service generally	[]	[]	[]	[]	[]

Special Mention Is there anyone that you wish to specially mention for excellent or poor service?	Yes	No
	If applicable please provide details:	
Would you recommend our services to others?	Yes	No
Do you have any additional comments?		

Please tick if you would like us to contact you regarding advice on any of the following: -

- [] Wills, Administration of Estates and Elderly Client Services
- [] Lasting Powers of Attorney
- [] Inheritance and tax planning
- [] Divorce and Family law
- [] Residential Conveyancing
- [] Commercial Property
- [] Litigation/Debt recovery
- [] Business & Employment

Thank you for completing this questionnaire.