**CLIENT SATISFACTION QUESTIONNAIRE**

*Dear Client,*

*Please tick the appropriate number in the boxes below, to help us understand how you felt about our work on your recent matter. Please add any comments at the end and then email it back to* [*kastin@sarahbentleysolicitors.co.uk*](mailto:kastin@sarahbentleysolicitors.co.uk)

*Thank you for completing this questionnaire. Your views will help us to provide the best service we can.*

*Yours sincerely,  
Sarah Bentley*

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| --- | --- |
| Client name:  Matter:  Fee earner(s) responsible | |
| **Clear advice:** How clear were we in advising you and explaining your options? | Excellent 1 2 3 4 5 Poor |
| **Progress:** How were we at making progress towards a successful outcome? | Excellent 1 2 3 4 5 Poor |
| **Response times:** How were we at responding quickly to your calls and queries? | Excellent 1 2 3 4 5 Poor |
| **Fees information:** How were we at keeping you informed about likely costs and expenses? | Excellent 1 2 3 4 5 Poor |
| **Value for money:** How would you rate the overall value for money of our service? | Excellent 1 2 3 4 5 Poor |
| **Overall rating:** How would you rate our overall service? | Excellent 1 2 3 4 5 Poor |
| **Recommending us:** How likely would you be to recommend us to someone needing legal services? | Very Likely 1 2 3 4 5 Unlikely |
| **Comments:** Please add any comments, including suggestions on how we can improve. | |
| **Please tell us where you heard about us?**  Personal Recommendation  Professional Recommendation  Internet search/Website  Advertising  Please state which publication ……………………………………………………  Other  Please provide details…………………………………………………………………….. | |