

HOW DID WE TREAT YOU

Thank you for choosing _____ (firm name) _____ to assist you with your legal problem. We appreciated the opportunity to serve you. To help us to improve, we invite all clients to complete and return this questionnaire. By answering the questions, you will help everyone at _____ (firm name) _____ better serve our clients in the future.

You need not sign the completed questionnaire. Simply return it to the firm in the enclosed business envelope. Thank you for your help.

1. When did you first come to our office with the legal problem?
(approximately) _____

2. Why did you choose our firm to represent you?

3. What was the type of case?

4. What attorney(s) represented you?

5. Had the firm represented you before? Yes No

a. What attorney(s)? _____

6. Did we return your telephone calls within a reasonable time?

7. Please describe how you were treated by our staff:

Courteously Casually Indifferently Poorly

If not courteously, please explain:

HOW DID WE TREAT YOU (continued)

8. When you had an opportunity, how long did you wait in the reception area before seeing an attorney?
- under 10 minutes 10-15 minutes 15-20 minutes
- 20-30 minutes over 30 minutes
9. How often did this occur? _____
10. Did your lawyer or legal assistant regularly inform you of the progress of your case?
11. Were you informed during the first visit, the basis on which you would be billed for services? _____
12. In your opinion, was the fee charged reasonable? _____
- If no, why not?
13. Would you recommend this firm to others? _____
- a. If yes, why?
- b. If no, why?
14. Please rate the overall quality of the services provided by our law firm.
- Excellent Very Good Good Fair Poor

Thank you . Please feel free to add any comments you feel would be helpful to us.