

SEP 18 2016



# Client Satisfaction Survey

❖ We ask that you please complete the following survey. Consider each question carefully. Your answers will help us improve our service to clients. Thank you for your time and effort.

## ❖ Your Needs

How did you hear about Stanley Law Offices? (please check all that apply)

- Newspaper Article
- TV Commercial
- Radio Commercial
- Phone Book
- Friend or Relative
- Doctor or Other Professional
- Website/Internet

Other \_\_\_\_\_

I came to Stanley Law Offices for legal help in the following areas: (please check all that apply):

- Personal Injury:  Car Accident
- Wrongful Death
- Work Accident
- Animal Bite
- Construction Accident

Other \_\_\_\_\_

In what office location did you have your initial appointment? 215 Burnett Ave

Which attorney did you meet with for your initial appointment?  
Randi

Which legal assistant/paralegal worked with you on your case?  
Randi

Overall, were you happy with the way you were represented?  yes  no

## ❖ Telephone Operators & Receptionist

When you called our office, was the telephone operator courteous and helpful?  yes  no

Was the person who scheduled your appointments helpful?  yes  no

❖ Your Attorney

Please answer the following questions about the attorney you met with in our offices.

Were you treated with courtesy?  yes  no

Were your concerns taken seriously?  yes  no

Were you comfortable enough to ask questions?  yes  no

Was your case thoroughly explained to you?  yes  no

Did your attorney understand your problems?  yes  no

❖ Your Legal Assistant/Paralegal

Please answer the following questions about your legal assistant only.

Your phone calls were responded to in a timely manner  yes  no

You were treated with courtesy  yes  no

Your concerns were taken seriously  yes  no

You were comfortable enough to ask questions  yes  no

Your legal assistant answered all of your questions  yes  no

❖ The Attorney Who Represented You in Court

Please answer the following questions about the attorney who represented you in court only. If you did not go to court, please skip this section and continue with overall satisfaction.

The court attorney was familiar with your case:  yes  no

You were treated with courtesy:  yes  no

You were comfortable enough to ask questions:  yes  no

Your attorney answered your questions clearly:  yes  no

You were adequately prepared for court:  yes  no

Any additional comments:

❖ Overall Satisfaction

(1)-poor, (2)- fair, (3)- good, (4)- very good, (5) excellent

Written Material Provided

yes

Keeping you up-to-date with your case

yes

Speed with which your case was handled

yes

Satisfaction with the attorney you met in our office

yes

Satisfaction with the attorney in court

yes

Overall satisfaction with our law firm

yes

Would you use our firm again for future legal needs?  yes  no

Would you recommend us to family and friends?  yes  no

Were the legal fees fair for the services you received?  yes  no

Please explain your no answers:

Please comment on any aspect of our service that was especially good

*Paula took her time and covered every detail, even tho I did not think we would win the case - yea we did win*

How could we have improved our service to you?

*I don't think you can improve on winning -*

❖ About You:

What is your zip code?

13114

What is your age?

77

What is your gender?  Male  Female

Name : (optional)

Email address: (optional)

May we use your comments and case for marketing purposes?  yes  no

❖ Thank you for taking the time to complete this survey. Your feedback will help us to ensure that the services we provide are the very best we can give our clients.

I just want to add a personal Thank you.  
your patience and attention to every thing  
had a calming effect on me. and helped me  
to be patient.