

SEP 11 2014

# 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 SHILA FALLON

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?

500 S. SANLIA ST

Which attorney did you meet with for your initial appointment?

JOE AND HIS COUNSEL PARTNER

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

JESSICA

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 you 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:

JESSICA WAS WONDERFUL, ALWAYS ON TIME  
 MATTHEW HELP ME GET MY SSD "GOOD JOB"  
 ERIC EXPLAIN MY FINAL PAPERWORK  
 I WILL REFER PEOPLE TO YOU IN THE FUTURE!!!

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

Written Material Provided	5
Keeping you up-to-date with your case	5
Speed with which your case was handled	5
Satisfaction with the attorney you met in our office	5
Satisfaction with the attorney in court	N/A
Overall satisfaction with our law firm	5

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:


What is your zip code?

13205

What is your gender? Male Female

Name :(optional)

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Email address: (optional)

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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.

P.S. ONE THING I KNOW IS THAT  
"JOE KNOWS"