



## 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?

Which attorney did you meet with for your initial appointment?

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

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

❖ **About You:**

What is your zip code?

18760

What is your age?

36

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.*