

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?

_____ ANNA C. O'NEIL _____

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

_____ DENISE L. DOYLE _____

THANK YOU FOR EVERYTHING!

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	<u>5</u>
Keeping you up-to-date with your case	<u>5</u>
Speed with which your case was handled	<u>5</u>
Satisfaction with the attorney you met in our office	<u>5</u>
Satisfaction with the attorney in court	<u>5</u>
Overall satisfaction with our law firm	<u>5</u>

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

VERY PLEASED WITH EVERYTHING AND EVERYONE
THANK YOU!

How could we have improved our service to you?

❖ About You:

What is your zip code?

13209

What is your age?

53

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.*