



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 Worked a different case for us

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?

Phone -> Syracuse

Which attorney did you meet with for your Initial appointment?

Anna / Denise Doyle

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

Denise Doyle / Anna

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:

Denise is a fantastic person. She was always very helpful and kept us well informed. I always highly recommend Stanley Law for any work related accident

❖ Overall Satisfaction

(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

5

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:

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

communication, manner on phone was awesome
Very pleased with outcome and way in which

How could we have improved our service to you? My case was taken care of

You all were absolutely wonderful keep up the
good work 😊

❖ **About You:**

What is your zip code?

13076

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.*