

SEP 23 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 \_\_\_\_\_

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 Medical Malpractice

In what office location did you have your initial appointment?

my home

Which attorney did you meet with for your initial appointment?

Julio Urrutia

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

Randi Smith

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:

❖ 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>4</u>
Speed with which your case was handled	<u>3</u>
Satisfaction with the attorney you met in our office	<u>N/A</u>
Satisfaction with the attorney in court	<u>N/A</u>
Overall satisfaction with our law firm	<u>+</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

How could we have improved our service to you?

❖ **About You:**

What is your zip code?

13850

What is your age?

33

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.*