

CLIENT SATISFACTION QUESTIONNAIRE

It will assist the firm in improving its quality of service to have feedback from clients whose cases have concluded. The following questions have been devised to give a general impression of the firm but please feel free to add any specific comments in the space provided.

NAME:

TYPE OF CASE:

DATE:

1. Were you satisfied overall with the service received from WSM (Solicitors) LLP? If not, please state why?	
2. Was the applicable law and procedure relating to your case explained to you clearly by your solicitor?	
3. Were you kept informed of progress in your case by your solicitor?	
4. Were your telephone calls and/or letters dealt with promptly?	
5. Did you find WSM (Solicitors) LLP's staff approachable and helpful?	
6. Would you use the services of WSM (Solicitors) LLP again? If not please state why.	
7. Please make any additional comments as to how you think we might improve our service or image as a firm.	

THANK YOU FOR YOUR ASSISTANCE