

Client Survey Form



We find client feedback to be invaluable: in improving our service, flagging up issues as well as understanding what we're doing well. Please complete the following form and return it to us. Thank you.

Your name:

Your legal adviser's name:

(If you wish for your feedback to be anonymous, please don't complete this section.)

	Poor	Fair	Good	Excellent
How would you rate our reception and the greeting you received?				
How would you rate the personal manner of your adviser?				
How well do you think we kept you informed?				
How would you rate our understanding and commitment to your matter?				
Overall, how would you rate our service?				
Do you think we have treated you fairly?	Yes <input type="checkbox"/> No <input type="checkbox"/>			
Would you recommend our firm to others?	Yes <input type="checkbox"/> No <input type="checkbox"/>			
We'd REALLY appreciate any additional comments you'd like to make:				

We use the Client Survey Forms in the following ways. Please tick the boxes to allow us to use this information:

- For internal and external quality audits. I agree
- For marketing purposes, e.g. we might put your comment and name on our website. I agree
- For us to ensure that our service was up to expectations, and if it was not, to contact you to understand further. I agree

If you have been dissatisfied with the service you received, please contact Felicity Green, Practice Manager on 01756 692885 or felicity.green@awbclaw.co.uk