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CLIENT FEEDBACK QUESTIONNAIRE

As part of our commitment to improving our services, would you please complete this form and return it to us by post or on-line. The survey is confidential and unless you complete your details at the end, we will not know who has taken part.

		Strongly Agree	Agree	Undecided	Disagree	Strongly disagree
1	I was satisfied with your overall level of service					
2	We gave you information and advice that was easy to understand					
3	Our staff were informative and helpful					
4	We kept you up-to-date with the progress of your case					
5	We treated you fairly at all times					
6	You would recommend us to someone else if they needed legal help or advice					
7	Please tell us how you heard about Caswell Jones, please tick one.					
	Internet					
	Friends/Family					
	I'm a previous client					
	Recommendation from a professional					
	Duty Solicitor					
	Other (please specify)					
8	Your case involved, please tick one.					
	Conveyancing					
	Family					
	Wills					
	Probate					
9	Do you have any further comments or suggestions that may help us to improve our level of service?					
10	Do you agree for us to include comments on our website:		Yes		No	

Thank you for completing this questionnaire. Your responses are completely confidential. If you wish to provide us with your name and contact details before please do so but you are not obliged to.

Name :	Telephone No:
Address :	Email Address:

Once completed, please kindly save and email the questionnaire to reception@caswelljones.com or print it and post to CaswellJones,Solicitors, 18 Cardiff Road, Caerphilly, CF83 1JN.