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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.

FEE EARNER:

DATE:

		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	I'm a previous client Passing by Recommendation from a professional Internet Friends/Family Duty Solicitor Other (please specify)				
8	Your case involved Conveyancing/Family/Wills or Probate (please indicate)					
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 your name and contact details please do so below but you are not obliged to.

Name	Telephone No:.....
Address	
DATE.....	

On completion, kindly email the questionnaire to reception@caswelljones.com or post it to Caswell Jones, Solicitors, 18 Cardiff Road, Caerphilly, CF83 1JN.

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