

Client Satisfaction Questionnaire

We hope that you are pleased with the service from our Private Client Team, we are always looking to collect feedback from our clients so that we can work to improve our service. Clients are at the centre of our service and it is helpful to know how clients feel about their interaction with Catherine Higgins Law. Please take a few minutes to complete this questionnaire - Your views are important to us

Client(s): James Routledge
 Matter: LPA
 Description:
 Ref: 2004

Why did you chose Catherine Higgins Law?

Please tick the factors which influenced your choice:

- Our reputation
- We have acted for you before
- Our location
- Our advertising
- Our quoted fee
- Recommendation from an existing or former client or other professional person

Did you receive:

- | | Yes | No | N/A |
|---|-------------------------------------|----|-----|
| Confirmation of likely fees at the outset? | <input checked="" type="checkbox"/> | | |
| Confirmation of your instructions in writing within 5 working days? | <input checked="" type="checkbox"/> | | |
| A reasonable estimate of the timescale required to do the work? | <input checked="" type="checkbox"/> | | |
| A prompt report of the outcome? | <input checked="" type="checkbox"/> | | |
| Information on storage / retrieval of your papers | <input checked="" type="checkbox"/> | | |

How well did we do with the following-

- | | Excellent | Very Well | Well | Poor | N/A |
|---|-----------|-------------------------------------|------|------|-----|
| Explaining and advising in a clear manner? | | <input checked="" type="checkbox"/> | | | |
| Answering your questions and concerns? | | <input checked="" type="checkbox"/> | | | |
| Speed of answering incoming telephone calls? | | <input checked="" type="checkbox"/> | | | |
| Speed of returning telephone calls? | | <input checked="" type="checkbox"/> | | | |
| If you visited our offices, welcome and service received? | | <input checked="" type="checkbox"/> | | | |
| Presentation of documents? | | <input checked="" type="checkbox"/> | | | |
| Correspondence written in plain English? | | <input checked="" type="checkbox"/> | | | |
| Accuracy of typing? | | <input checked="" type="checkbox"/> | | | |

Speed of replies to letters?
Keeping you informed of progress?
Our positive, proactive approach?
Keeping to our quoted fee?



Have you had cause to complain?

Yes No

If yes, please give details of the complaint and if you consider we resolved it satisfactorily:

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Please record here any comments you wish to make about the above questions or our service as a whole, including any suggestions for improvements you would like to see:

Very professional service by
Naomi.

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Thank you for completing this questionnaire

If you do not wish your comments to be used on our website or in our advertising or marketing material please tick here [].

Please note any comments used on our website or in our advertising or marketing material will be anonymised and your personal details will not be disclosed.