

Client Satisfaction Survey

In an effort to improve our business, we would appreciate it if you would take a few minutes to give us your feedback based on your experience with our firm. If you prefer to remain anonymous, we can provide you with a self-addressed envelope so you can complete the survey in privacy. If you'd like to share your feedback with your lawyer in person or in a telephone conversation, we'd be happy to set a time for you to do so.

1. Overall, how satisfied were you with our firm's communication with you?
(1 means not satisfied at all and 5 means extremely satisfied.)

Circle one: 1 2 3 4 5

FEEDBACK: _____

2. How satisfied were you with the outcome of your case?

Circle one: 1 2 3 4 5

FEEDBACK: _____

3. Are you likely to refer us to a friend?

Circle one: YES or NO

FEEDBACK: _____

4. Based on your experience with us, what would you say are the strengths of our firm?

FEEDBACK: _____

5. Based on your experience with us, what would you say are the weaknesses of our firm?

FEEDBACK: _____

Thank you!