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LAW GROUP PLLC

CLIENT SURVEY

We appreciate the opportunity to serve your legal needs. Please help us improve the quality of our service by completing this survey and returning it to our firm. Your responses will be kept confidential. If we can assist you in the future we hope that you will call us.

1. Your Name (optional): [REDACTED]

2. Please rate our firm in the following areas (including comments as appropriate):

(Please check one:)	Excellent	Good	Fair	Poor	No Opinion
<i>Family Law Expertise</i>	✓				
Comments:					
<i>Efficiency handling your case</i>	✓				
Comments:					
<i>Proficiency working with opposing counsel / party</i>	✓				
Comments:					
<i>Answering your questions</i>	✓				
Comments:					
<i>Quality of Legal Advice</i>	✓				
Comments:					
<i>Promptness of Service</i>	✓				
Comments:					
<i>Friendliness of Staff</i>	✓				
Comments:					
<i>Time Devoted to Your Case</i>	✓				
Comments:					
<i>Handling Calls</i>	✓				
Comments:					
<i>Office Location</i>	✓				
Comments:					
<i>Office Furnishings</i>	✓				
Comments:					
<i>Availability of Your Attorney</i>	✓				
Comments:					

Promptness for Meetings	<input checked="" type="checkbox"/>				
Comments:					
Promptness of Returning Calls	<input checked="" type="checkbox"/>				
Comments:					
Keeping you informed	<input checked="" type="checkbox"/>				
Comments:					

3. Billing Questions:

	Yes	No	No Opinion
Were your billing statements clear?	<input checked="" type="checkbox"/>		
Comments:			
Did you understand the fee arrangement at the beginning of the engagement?	<input checked="" type="checkbox"/>		
Comments:			
Were you charged fairly for the services we provided?	<input checked="" type="checkbox"/>		
Comments:			
Did we sufficiently address any billing concerns you raised during your representation?	<input checked="" type="checkbox"/>		
Comments:			

4. **Would you** choose our firm again to represent you in other matters? (circle one)
Definitely Probably Probably Not Definitely Not

5. **Would you** recommend us to someone you know? (circle one)
Definitely Probably Probably Not Definitely Not

6. How satisfied are you with the outcome of your case? (circle one)
My case is not completed **Very Satisfied** Satisfied Not Satisfied

7. How can our firm improve its services to our clients?: _____

8. Would you contact our firm in the future for a non-family law referral? (circle one) **Yes** No

9. (a) What compliments or criticisms do you have about our firm and its service?
Upon contacting your firm to schedule a consultation appt, I was extremely impressed that your office got back with me immediately to let me know you were just returning from a trip & would call me as soon as you were available. And you did!

Another important quality is that you kept your word and called when you said you would, emailed as promised, etc.

Reliability was huge for me after my previous experience.

Thank you for your reliability and professionalism, Bryan! Your firm will have my future business and most definitely all my referrals!

Sincerely,

