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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):**

<u>(Please check one:)</u>	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> <i>see comment</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? send out updates monthly, free update email; just to let clients know what is going on. there were many times I wished I would have know just that but didnt want to call or email as I would be charged.

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?
My only complaint was one time I had to write 3 emails plus phone calls due to one of the associats working did not want to honor my request to NOT notify OP. When the client is telling you that it will cause more damage they needed to listen. You cant always understand that what might be right for the client might cause backlash to the client. Im not sure if this person still works

Thank you for completing this questionnaire!
there. All the people I dealt with were great. I am glad you had an appointment available when I needed ->

to talk to someone. Thank you Bryan for being a great lawyer. I have recommended you many times. As you know I see a lot of people and the Best compliment is word of mouth when someone does a good job. I will continue to recommend your firm.

Thankyou -

