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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):

<b>(Please check one:)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>No Opinion</b>
Family Law Expertise	✓				
<b>Comments:</b> KNOWLEDGEABLE, THOROUGH, BASED CASE ON PRECEDENT					
Efficiency handling your case	✓				
<b>Comments:</b> ALWAYS AVAILABLE, RESPONSIVE					
Proficiency working with opposing counsel / party	✓				
<b>Comments:</b> WORKED DILIGENTLY TO RESOLVE ISSUES BUT MET W/ STONE WALL					
Answering your questions	✓				
<b>Comments:</b> MADE IT EASY TO UNDERSTAND, COMPREHEND					
Quality of Legal Advice	✓				
<b>Comments:</b> MADE SURE WE UNDERSTOOD PROS/CONS, THE SYSTEM, OPTIONS					
Promptness of Service	✓				
<b>Comments:</b>					
Friendliness of Staff	✓				
<b>Comments:</b>					
Time Devoted to Your Case	✓				
<b>Comments:</b> MADE SURE WE WERE SATISFIED. QUESTIONS ANSWERED					
Handling Calls	✓				
<b>Comments:</b>					
Office Location	✓				
<b>Comments:</b> CONVENIENT IN THE WOODLANDS					
Office Furnishings	✓				
<b>Comments:</b> PROFESSIONAL					
Availability of Your Attorney	✓				
<b>Comments:</b> COULD NOT HAVE ASKED FOR A MORE PROFESSIONAL EXPERIENCE					

Promptness for Meetings	✓				
<b>Comments:</b>					
Promptness of Returning Calls	✓				
<b>Comments:</b>					
Keeping you informed	✓				
<b>Comments:</b> VERY RESPONSIVE					

**3. Billing Questions:**

	Yes	No	No Opinion
Were your billing statements clear?	✓		
<b>Comments:</b> VERY DETAILED			
Did you understand the fee arrangement at the beginning of the engagement?	✓		
<b>Comments:</b>			
Were you charged fairly for the services we provided?	✓		
<b>Comments:</b> NEVER ONCE QUESTIONED ANY CHARGES			
Did we sufficiently address any billing concerns you raised during your representation?	✓		

**Comments:** BILLING WAS JUST NOT AN ISSUE. FAIR PROFESSIONALLY PRESENTED & EXPLAINED.

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?: DON'T CHANGE. YOU MADE IT POSSIBLE FOR THIS FAMILY TO UNDERSTAND WHERE WE STOOD AND HOW TO WORK TOWARDS THE BEST OUTCOME

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?  
BRYAN MADE SURE WE KNEW WHERE MATTHEW'S CASE WAS THROUGHOUT THE PROCESS. MADE SURE HIS CLIENT UNDERSTOOD PITFALLS, POTENTIAL LESS THAN FAVORABLE OUTCOMES, BUT MOST IMPORTANT, HE ENCOURAGED THE FAMILY TO TRUST THE SYSTEM AND GOOD THINGS WOULD HAPPEN. EXTREMELY IMPRESSED WITH HIS PREPARATION, KNOWLEDGE AND THOROUGHNESS. HE PRESENTED A CASE BASED ON LAW & PRECEDENT, NOT EMOTION. THANK YOU  
 Thank you for completing this questionnaire!