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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>					
Efficiency handling your case	✓				
<b>Comments:</b>					
Proficiency working with opposing counsel / party	VERY EFFICIENT ✓				
<b>Comments:</b>					
Answering your questions	✓				
<b>Comments:</b>					
Quality of Legal Advice	✓				
<b>Comments:</b>					
Promptness of Service	✓				
<b>Comments:</b>					
Friendliness of Staff	✓				
<b>Comments:</b>					
Time Devoted to Your Case	✓				
<b>Comments:</b>					
Handling Calls	✓				
<b>Comments:</b>					
Office Location	✓				
<b>Comments:</b>					
Office Furnishings	✓				
<b>Comments:</b>					
Availability of Your Attorney	✓				
<b>Comments:</b>					

Promptness for Meetings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

Promptness of Returning Calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

Keeping you informed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

3. Billing Questions:

	Yes	No	No Opinion
Were your billing statements clear?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Did you understand the fee arrangement at the beginning of the engagement?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

Were you charged fairly for the services we provided?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

Did we sufficiently address any billing concerns you raised during your representation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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?: VERY PROFESSIONAL NO IMPROVEMENT NEEDED

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?  
VERY RESPECTFUL, UNDERSTANDING  
EFFICIENT, EXCELLENT SERVICE!!  
THANKS BRYAN & BARBARA  
FOR HELPING ME!!

Thank you for completing this questionnaire!