

Bryan J. Bleibdrey  
 8505 Technology Forest Place  
 Suite 1102  
 The Woodlands, Texas 77381



P: (832) 534-2589  
 F: (844) 534-2585  
 Bryan@BBattorney.com  
 www.BBattorney.com

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

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

Keeping you informed	<input checked="" 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?  
\_\_\_\_\_  
\_\_\_\_\_

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?

Never once made me feel stupid,  
always explained everything!  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for completing this questionnaire!