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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): \_\_\_\_\_

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

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

Promptness for Meetings	X				
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Comments:

Promptness of Returning Calls	X				
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Comments:

Keeping you informed		X			
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Comments:

3. **Billing Questions:**

	Yes	No	No Opinion
Were your billing statements clear?	X		

Comments:

Did you understand the fee arrangement at the beginning of the engagement?	X		
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Comments:

Were you charged fairly for the services we provided?	X		
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Comments:

Did we sufficiently address any billing concerns you raised during your representation?	X		
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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?**  
 Everyone is very friendly and helpful. Your office is very nice and stylish. I felt very comfortable at a very vulnerable time in my life.

Thank you for completing this questionnaire!