

## Questionnaire for Client Satisfaction Survey

<b>Client Name:</b> <b>Organisation:</b> <b>Tel No:</b>	<b>Date of call:</b> <b>Duration:</b> <b>Lead Partner Involved:</b> <b>Others Involved:</b>
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**Background Information:**

**1. On a scale of 1 - 10 (with 10 being outstanding), how would you rate the level of service from us?**

1	2	3	4	5	6	7	8	9	10
Comments:									

**2. What do you particularly like about the service? (Encourage clients to give 3 responses and probe)**

**3. What aspects of their service would you like them to improve? (Again 3 responses and probe)**

Please answer questions 4 & 5 in the table provided.

**4. How important are the following aspects of service? (Score in Column A below)**

5 = extremely important      4 = very important      3 = important      2 = not very important      1 = not important at all

**5. How would you score the quality of service provided by us in terms of how well we meet your expectations? (Score in Column B below)**

5 = excellent      4 = very good      3 = good      2 = fair      1 = poor

Service	A	B	Comments
	Importance	Quality of Service	
Appropriate use of technology			
Being proactive (ie not always waiting for you to tell us what to do)			
Consistency of service			
Clarity on fees			
Having partners accessible to you at all times			
Keeping you informed of developments			
Negotiating skills (and appropriate toughness in litigation)			
Providing added value services (eg training, seminars on relevant issues, newsletters, web support etc)			
Providing clear, commercial, practical advice			
Providing creative solutions			
Quality of junior staff			
Service from business support staff (ie reception, switchboard, PA's etc)			
Speed of work and keeping to timescales			
Understanding your business and industry sector			
Working well with your team			

**6. Other areas to explore in a discussion:**

<p><b>Image/perception (and how different to other firms, especially those around your size)</b></p>	
<p><b>Fees, cost-consciousness and value for money</b></p>	
<p><b>Cost/billing procedures</b></p>	
<p><b>Increasing/decreasing use of external solicitors in future</b></p>	
<p><b>Experience when visiting office</b></p>	
<p><b>Service when lead partner is away</b></p>	

<p><b>Any Other Comments?</b></p>	
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