

Inquirer Feedback Survey 2012

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At the Legal Services Commission (LSC) we are keen to get feedback from the people we deal with as we go about our work - from people who have made inquiries or complaints; from lawyers who have been subject to complaints; and from lawyers, legal academics and our other stakeholders including members of the public more generally. Your feedback will help us improve our services.

THIS SURVEY FORM HAS BEEN DESIGNED SPECIFICALLY FOR PEOPLE WHO HAVE MADE INQUIRIES. IF YOU HAVE MADE A FORMAL WRITTEN COMPLAINT, PLEASE COMPLETE THE COMPLAINANT SURVEY ONLY.

If you are a lawyer who has been subject to complaint, please complete the RESPONDENT survey. If you are a lawyer who has made a complaint on a client's behalf or responded to a complaint on a lawyer's behalf, please complete the STAKEHOLDER survey - and perhaps ask your client or lawyer client to complete the Inquirer/Complainant or Respondent survey as appropriate. Everybody else - please complete the STAKEHOLDER survey.

Your answers to this survey are absolutely confidential. We can not identify any individuals who complete this survey, nor will we or will we be able to link the responses to a particular inquiry.

As you go through the survey please tick "next" at the bottom of each page to move to the next question. You can exit the survey at any time and return to complete it.

The survey is being conducted using SurveyMonkey which is based in Portland, Oregon, United States of America. Information you provide on this survey will be transferred to SurveyMonkey's server in the United States of America. By completing this survey, you agree to this transfer.

Thank you for participating in this survey.

1. Where did you first hear about the LSC? (Please tick all relevant answers)

- Media (including newspapers, radio, television)
- Friends or relatives, word of mouth
- Internet
- Law Society, Bar Association
- Other (please specify)
- Office of Fair Trading
- My solicitor or barrister
- Legal Aid office or a Community Legal Centre

2. If you have visited our website, did you find it helpful in

	Helpful	Neutral	Not helpful	Did not view
Letting you know what we do as a regulatory body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letting you know how to make a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining how complaints are dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giving you useful links to other organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping you to communicate your concerns with your lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other

3. What was your main reason (or reasons) for contacting us? (Please tick all that apply)

- To find out how to make a complaint about your lawyer
- To seek general advice about concerns you had about your lawyer
- To ask for help in solving a problem you had with your lawyer
- To ask for help in getting an apology from your lawyer
- To query your lawyer's fees

Other (please specify)

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4. What results did you hope to achieve? (Please tick all that apply)

- To receive compensation
- An adjustment of your lawyer's bill
- An apology from your lawyer

Other

5. Did we help you in any of the following ways? Did we (Please tick all that apply)

- Help you to communicate with your lawyer about your concerns regarding his/her services
- Let you know what options you could pursue
- Provide you with relevant information and advice
- Increase your understanding of legal systems and processes
- Provide you with someone to discuss your situation with
- Help you achieve the results you wanted
- Help you to achieve another result that was satisfactory to you

Other or please comment if you wish

6. How satisfied are you that we

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Treated you in a courteous and professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated you fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handled your inquiry in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were able to give you the information you asked for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment if you wish

7. Overall, how satisfied are you with the way we handled your inquiry?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

8. Do you have any additional comments? We appreciate all feedback.