

## Client Satisfaction Questionnaire

We greatly value your feedback on our service. Please help us to monitor our performance and identify areas for improvement by filling in this questionnaire. We appreciate your help in this matter. In return for your time in completing this survey, we will donate £5 to The South African Likhanyiso Childrens Charity, for every questionnaire that is completed.

Your Name

Name of JS Law Contact

### 1. Please answer the following:

Overall, did we deal with your matter efficiently?

YES  NO

Were your calls/emails returned promptly?

YES  NO

Were you regularly informed and updated with the progress of your matter?

YES  NO

Were you informed of the costs at the outset?

YES  NO

Was the cost estimate regularly updated?

YES  NO

Was the cost estimate accurate?

YES  NO

Did you feel our services provided value for money?

YES  NO

### 2. Please provide your opinion of our performance and level of service in the following areas:

#### Communication

EXCELLENT  GOOD  FAIR  POOR

#### Reliability

EXCELLENT  GOOD  FAIR  POOR

#### Legal Competence

EXCELLENT  GOOD  FAIR  POOR

#### Professionalism

EXCELLENT  GOOD  FAIR  POOR

#### Friendliness

EXCELLENT  GOOD  FAIR  POOR

#### Availability

EXCELLENT  GOOD  FAIR  POOR

#### Relationship Skills

EXCELLENT  GOOD  FAIR  POOR

#### Overall Quality of Work

EXCELLENT  GOOD  FAIR  POOR

### 3. If you have a particular example of a good or poor performance in any of the above areas, please tell us more:

### 4. If you have used another firm of lawyers before, how does our performance compare to theirs?

BETTER  SAME  NOT AS GOOD

### 5. Would you be likely to recommend JS Law to others?

YES  NO  UNLIKELY

### 6. How did you find out about JS Law?

### 7. If there are any further comments you would like to make, please do so here: