

# Your feedback

Thank you for choosing us for your legal work. We would like to know what you thought about your experience with us, as feedback helps us to improve our service. Please complete as much or as little of this form as you wish. If you prefer, you can provide your feedback online ([www.porterdodson.co.uk/client-feedback/](http://www.porterdodson.co.uk/client-feedback/)) or email us.

## 1. Overall experience

	Definitely not	Probably not	Maybe	Yes, probably	Yes, definitely
Would you use us again/recommend us?	1	2	3	4	5

## 2. Your comments

For example:

- How would you describe us?
- Money well spent?
- Anything we could do better?
- How do we compare with other law firms?

We may use your comments in promotional material. Please tick the box if you are happy for us to name you.

## 3. Your ratings

	Rating*	Name
Overall service	<input type="text"/>	<input type="text"/>
Your legal advisor	<input type="text"/>	<input type="text"/>
Assistant/Secretary	<input type="text"/>	<input type="text"/>
Receptionist(s)	<input type="text"/>	<input type="text"/>
Others	<input type="text"/>	<input type="text"/>

\* 5 = very good, 4 = good, 3 = fairly good, 2 = not very good, 1 = not at all good

Our Business Excellence Manager (contact details below) will read your feedback but will not acknowledge receipt unless it is clear he needs to. If you would like to speak to him (because you are unhappy), please tick the box.

Your name	<input type="text"/>
Your address	<input type="text"/>
The work we did	<input type="text"/>
Our reference	<input type="text"/>

**Thank you** for your feedback. There is an additional optional section for detailed feedback on the next page.

# Your feedback

## 4. Your experience in detail (*OPTIONAL*)

<i>How did we perform in these areas?</i>	<b>Not at all good</b>	<b>Not very good</b>	<b>Fairly good</b>	<b>Good</b>	<b>Very good</b>
a. Understanding you and your needs	1	2	3	4	5
b. Explaining things clearly (in plain English)	1	2	3	4	5
c. Building a good working relationship	1	2	3	4	5
d. Being available/accessible (to answer your queries, discuss the work etc.)	1	2	3	4	5
e. Keeping you informed about progress	1	2	3	4	5
f. Being clear on costs	1	2	3	4	5
g. Being clear on what you were getting for your money	1	2	3	4	5
h. Giving clear advice where decisions were needed	1	2	3	4	5
i. Getting on with the work at the right pace	1	2	3	4	5
j. Working as a team for you	1	2	3	4	5
k. Achieving a good outcome for you	1	2	3	4	5
l. Achieving all of your objectives	1	2	3	4	5
m. Making you feel welcome in our offices	1	2	3	4	5
n. Providing good office facilities	1	2	3	4	5

***You can use section 2 to explain your ratings and/or suggest how we could improve.***