

## CLIENT SATISFACTION QUESTIONNAIRE LITIGATION

1. Did your attorney make sure that you were kept informed about the status of your case?  
 Always    \_\_\_ Almost Always    \_\_\_ Sometimes    \_\_\_ Almost Never    \_\_\_ Never
  
2. Did you feel that your attorney took the time to explain various legal issues and subjects, involved in your case, to you?  
 Always    \_\_\_ Almost Always    \_\_\_ Sometimes    \_\_\_ Almost Never    \_\_\_ Never
  
3. When you called the office how often were you able to contact the person you were seeking?  
 \_\_\_ Always     Almost Always    \_\_\_ Sometimes    \_\_\_ Almost Never    \_\_\_ Never
  
4. When you requested that a phone call be returned, was it returned promptly?  
 Always    \_\_\_ Almost Always    \_\_\_ Sometimes    \_\_\_ Almost Never    \_\_\_ Never
  
5. When coming to the office to meet with your attorney did you meet with your attorney:  
 Within 15 minutes    \_\_\_ After 15 minutes
  
6. How would you rate the amount of contact (letters, telephone calls, personal meetings) between you and our law firm throughout your case?  
 \_\_\_ Too Much     About Right    \_\_\_ Perfect    \_\_\_ A Little Less Than Expected    \_\_\_ Too Little
  
7. On a scale of 1 (low score) to 5 (high score), please indicate your level of satisfaction with our service.
 

|  |                  |
|--|------------------|
| A. Knowledge and helpfulness of your legal secretary         | 1 2 3 4 <u>5</u> |
| B. Patience and attitude of your legal secretary             | 1 2 3 4 <u>5</u> |
| C. Availability of legal secretary to speak or meet with you | 1 2 3 <u>4</u> 5 |
| D. Knowledge and helpfulness of your attorney                | 1 2 3 4 <u>5</u> |
| E. Availability of your attorney to speak or meet with you   | 1 2 3 4 <u>5</u> |
| F. The final resolution of your case                         | 1 2 3 4 <u>5</u> |
  
8. Would you recommend this firm to another individual who needs legal services?  Yes/No. Why?  
*The service I received*
  
9. In general, what did you enjoy most about this law firm?  
*Taking the time to answer quest.*
  
10. If you were the attorney in charge of this firm, what would be your top priority to improve overall service and client satisfaction?  
*Nothing*

*R. Jones*  
Signature (Optional)

(Please use other side for additional comments and suggestions)