

**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 5 |
| B. Patience and attitude of your legal secretary             | 1 2 3 4 5 |
| C. Availability of legal secretary to speak or meet with you | 1 2 3 4 5 |
| D. Knowledge and helpfulness of your attorney                | 1 2 3 4 5 |
| E. Availability of your attorney to speak or meet with you   | 1 2 3 4 5 |
| F. The final resolution of your case                         | 1 2 3 4 5 |

8. Would you recommend this firm to another individual who needs legal services? Yes/No. Why?  
*Absolutely! For the best representation possible!*
9. In general, what did you enjoy most about this law firm?  
*Everything!*
10. If you were the attorney in charge of this firm, what would be your top priority to improve overall service and client satisfaction?  
*Should not change a thing!*

*Phanie G. Goyea*  
 Signature (Optional)