

Thank you for using our services.

We would appreciate it if you could spend a few minutes of your time completing this questionnaire so we can see if we have completed your instructions to your satisfaction or if we need to improve our services. If you are not satisfied it is important we are made aware of these faults so immediate action can be taken.

Our reference number:

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1) How would you describe your initial contact with the firm?

Excellent
 Good
 Average
 Poor

2) If you visited the office how would you describe the reception that you received?

Excellent
 Good
 Average
 Poor

3) How did you rate our telephone manner?

Excellent
 Good
 Average
 Poor

4) How clear and explanatory were the letters you received?

Excellent
 Good
 Average
 Poor

5) How would you rate the quality of our legal advice?

Excellent
 Good
 Average
 Poor

6) How did you rate our overall service?

Excellent
 Good
 Average
 Poor

7) Would you use us again?

Yes
 No
 Maybe

8) Would you recommend this firm to other people?

Yes
 No
 Maybe

9) Was there a member of our staff who exceeded your expectations? If so, please state.

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10) What, if anything, were you not pleased with?

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11) Do you have any further comments you would like to make about our services / staff?

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Signature:.....

Date:.....

*Thank you for your time,
Your feedback is valuable to us.*

Please return this form by email to **Dean@AlexanderLawyersLLP.com**, or by post to Alexander Lawyers, Bervale House, 35-37 Moulsham Street, Chelmsford, Essex CM2 0HY