

CLIENT QUESTIONNAIRE

1. How did you first hear our firm?
(You may check more than one)

- Recommend by a former or current client _____
 - Recommend by a friend or relative _____
 - Recommend by the Bar Association _____
 - Knew an attorney in the firm _____
 - Knew a staff member of the firm _____
 - TV advertising _____
 - Yellow Page listing _____
 - Brochures _____
 - Other (please explain) _____
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2. What type of case did you have with us? _____

3. Name of the Attorney who represented you? _____

	YES	NO
4. When you made your first call to us, were you satisfied with the way your call was handled?	_____	_____

5. How long did it take for a lawyer or legal assistant to contact you after the first call?	_____	_____
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Immediately? _____ Other _____

6. How long was the case with us from your first contact to its conclusion?	_____	_____
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7. Were you always treated courteously on the telephone when you called?	_____	_____
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8. Were your telephone calls returned promptly?	_____	_____
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If not, who did not return your calls quickly enough? _____

9. On your in-person visits to our office, were you treated courteously by our office staff?	_____	_____
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10. Is our office location convenient for you? _____

11. Did the attorney and/or legal assistant who worked on your case:

a. Keep you informed as to what was happening? _____

b. Treat you courteously? _____

c. Answer your questions? _____

12. Were our fees and other charges clearly explained to you at the beginning of your case? _____

13. Were you satisfied with the efforts of the firm? _____

If not, please explain why:

14. Were you satisfied with the results of your case? _____

15. Do you feel our fees were reasonable and fair based on the nature of your case and the extent and amount of work involved? _____

If not, please explain why:

16. Is there any person or persons you wish to single out as being:

a. Courteous and helpful: _____

b. Discourteous or not helpful: _____

17. Would you use our firm again if you had another legal problem? _____

18. Would you recommend our firm to a friend, relative or business associate who need legal services? _____

19. Is there anything you feel we should have done for you that we did not do? _____

Please explain:

20. Please rate your perception of the overall quality of legal service you received:

Excellent____; Good____; Fair____; Poor____

21. Please rate your overall perception of how you were treated as a client:

Excellent____; Good____; Fair____; Poor____

22. Is there anything you feel we forgot to ask you, or anything you wish to tell us?

Please explain:

23. OPTIONAL

Your name _____

Address _____

Telephone Number _____