

# **FORRESTERS**

We are trying all the time to improve our service to clients. It would help us with this if you would complete this questionnaire and return it to us.

There is no need to say who you are.

Please state who dealt with your file: **NEIL METCALFE**

**Can you please grade us Very Poor to Very Good by circling the appropriate answer on how we did for each of the following:**

1. Treated you in a courteous and professional manner

**Very Poor          Poor          Average          Good          Very Good**

2. Explained everything so you understood it

**Very Poor          Poor          Average          Good          Very Good**

3. Not kept you waiting too long

**Very Poor          Poor          Average          Good          Very Good**

4. Kept you fully informed about fees and charges

**Very Poor          Poor          Average          Good          Very Good**

5. Kept our charges reasonable and in line with the estimate(s) given to you

**Very Poor          Poor          Average          Good          Very Good**

6. Gave you a reasonably accurate estimate of how long the case would take

**Very Poor          Poor          Average          Good          Very Good**

7. Put our best efforts into the case

**Very Poor          Poor          Average          Good          Very Good**

8. Could provide appointment times which were convenient to you

**Very Poor**

**Poor**

**Average**

**Good**

**Very Good**

Would you recommend other people to this Firm? Please tick your answer.

**YES** ☐

**NO** ☐

If the answer is **NO**, please explain why:

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.....

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How did you find out about us: (Please tick)

☐

Personal Recommendation

☐

Professional Recommendation

☐

Website

☐

Word of mouth

☐

Other - Please specify .....

Please provide any other comments regarding how we could improve our service:

***Thank you very much for completing this questionnaire.***