

## Client Satisfaction Questionnaire

We would really appreciate hearing about your experience with The Waring Partnership so that we can continue to provide the best service to all our clients. If you are happy to do so please complete the following questionnaire and return it by email to the adviser who acted for you.

Full Name

Telephone number

Matter Ref.

Email address

Legal adviser

### **1. How satisfied are you that the service provided met your needs?**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

### **2. How satisfied are you that we explained matters in a clear and understandable manner?**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

### **3. How satisfied are you with the timeliness of our communication throughout your matter?**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

**4. How satisfied are you with the availability of access to your adviser?**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

**5. How satisfied are you that any charges were clearly laid out in an understandable way**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

**6. How satisfied are you with your overall experience as a client of the firm?**

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

**7. On a scale of 1-10, how likely is it that you would recommend us to a friend, family member or colleague?**

1

2

3

4

5

6

7

8

9

10

1: Not likely

10: Very likely

**8. Please let us know below if you have any comments or suggestions that would help us to improve our service.**

**Please confirm if you are happy for us to use any comments you provide above in our promotional material, for example on our website:**

(mark as appropriate)

I am willing for my comments to be used in promotional materials with my name.

I do not want my comments to be used in any materials.

I am happy for you to use my comments anonymously.

**Many thanks for completing this questionnaire. It is really appreciated.**