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CLIENT SURVEY

We appreciate the opportunity to serve your legal needs. Please help us improve the quality of our service by completing this survey and returning it to our firm. Your name will be kept confidential. If we can assist you in the future, we hope that you will call us.

1. Your Name (optional): [REDACTED] _____

2. Please rate our firm in the following areas:

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Criminal Law Expertise	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Efficiency handling your case	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Answering your questions	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Quality of legal advice	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness of service	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Friendliness of staff	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Time devoted to your case	✓				

Comments: THEY MADE ME FEEL LIKE WE WERE HIS ONLY CLIENTS.

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Handling calls	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Availability of your attorney	✓				

Comments: VERY QUICK TO CALL BACK, IF DESIRED

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness for meetings	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Keeping you informed	✓				

Comments: _____

(Please check one)	Excellent	Good	Fair	Poor	No Comment
Promptness of returning calls	✓				

Comments: IF ^{THEY COULDN'T} ~~THEY~~ ~~CALL~~ CALL, THEY WOULD EMAIL

3. Would you choose our firm again to represent you in other matters? (circle one)

Definitely Probably Probably Not Definitely Not

4. Would you recommend us to someone you know? (circle one)

Definitely Probably Probably Not Definitely Not

5. How satisfied are you with the outcome of your case? (circle one)

Definitely Probably Probably Not Definitely Not

6. How can our firm improve its services to our clients: NOTHING - SERVICE WAS EXCELLENT

7. Would you contact our firm in the future for a non-criminal law referral? (circle one): Yes No

8. What compliments or criticisms do you have about our firm and its services?

SEE ATTACHED

Thank you for completing this questionnaire!

Tim's firm did a tremendous job representing our son in a sexual battery case. There were a lot of challenges and uncertainty, but Tim and his staff helped us feel at ease with the best defense possible. I was impressed how professional & prepared Tim & his team was for trial. Brandy and Britti were awesome & very patient. I would call the office and talk their ears off, but they would just listen and show compassion each time. Brandy would sometimes respond to emails after hours to ensure we received a quick response. Tim & his staff was able to make our family feel like we were his only client, even though that was furthest from the truth. Tim was patient, upfront, & honest about the legal possibilities and our family was preparing for the worst, but hoping for the best. Well, today our son is home and not in jail thanks to Tim and his legal team.