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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: I couldn't ask for a better law firm.

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

Comments: I liked how Timothy did not take the 1st option throwed at him. And fought for a better deal.

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

Comments: I liked how all Questions I had were answered within the same day or as it became available

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

Comments: I liked how everything was handled it was very professionally.

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

Comments: I liked that every question I had was answered then and there.

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

Comments: I am very pleased with the staff everyone I talked to was friendly.

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

Comments: I loved how the firm worked with me even after hours

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

Comments: I liked that I was able to consult with your firm about the case before I hired you to represent the case.

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

Comments: I liked that the firm worked with us to accommodate with our work schedule even after the firm work hours.

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

Comments: I could not ask for anyone better, Timothy was on time and very prompt about everything.

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

Comments: I loved how the firm kept me up to date on every step.

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

Comments: I loved how as soon as information became available the firm let me know right away.

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: I WAS VERY SATISFIED WITH EVERY ASPECT OF THE FIRM! I DON'T BELIEVE ANYTHING NEEDS TO CHANGE JUST KEEP UP THE GOOD WORK.

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?

I liked how I could call the firm before he was even transported and they talked to me 2 weeks about his case before we even hired them. I loved how everyone was so friendly, and how every question I asked was answered promptly. I would highly recommend the firm to anyone needing legal services, because if I need legal service in the future I would use this firm again. And I would just like to thank all of you for everything.

Thank you for completing this questionnaire!