

CLIENT SATISFACTION SURVEY

Dear

Now that I have completed your case, I would like you to take a few moments to let me know whether I met your expectations. Please rate me in the following areas using a scale of 1 to 5.

- 5: Excellent (exceed my expectations)
- 4: Good (met my expectations)
- 3: Satisfactory (just adequate)
- 4: Fair (generally below expectations)
- 1: Unsatisfactory (did not met expectations)

Please feel free to make additional comments.

1. Communication: How would you rate my communication with you?
 - a. Were your telephone calls promptly returned? ____
 - b. Did you receive copies of all pleadings and correspondence? ____
 - c. Were your questions answered? ____
 - d. Was I courteous and sympathetic? ____

COMMENTS:

2. Court hearings: If there were court appearance involved in your case, please rate me in the following areas?
 - a. Were you adequately prepared? _____
 - b. Was the process adequately explained? _____
 - c. Was I well prepared? _____

COMMENTS:

3. Negotiations: If there were negotiating sessions involved in your case, please rate us in the following areas?
 - a. Were you adequately prepared? _____
 - b. Was the process adequately explained? _____
 - c. Was I well prepared? _____

COMMENTS:

4. Results Accomplished?

- a. Are you satisfied with the results accomplished? _____
- b. What could I have done to get you a better result? _____

5. Fees for my services?

- a. Did you receive monthly statements from me? Yes / No
- b. Did you ever question any of those statements? Yes / No
- c. If you questioned statements, were your questions answered? _____
- d. Are you satisfied with the amount of the fee charged? _____

COMMENTS:

6. What can I do to improve our service to our clients?

7. Will you recommend me to your friends? Yes / No (If no, why not?)

8. Additional Comments:

Thank you for taking the time to complete this survey. It will help me evaluate the quality of my services to you and to others.

Very truly yours,

Kelly Chang Rickert