Name: ……………………………………………...

Date: ………………………………………………

Client Ref: ……………………………………………….

Thank you for instructing MKB Solicitors LLP. Please help us improve our service to you by completing this survey. The entire survey will take approximately 5 minutes to complete.

1. Please rate your level of satisfaction with your representative in the following areas.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | Very Satisfied  | Somewhat Satisfied  | Neither Satisfied Nor Dissatisfied  | Somewhat Dissatisfied  | Very Dissatisfied  |
| Responsiveness  |  |  |  |  |  |
| Professionalism  |  |  |  |  |  |
| Understanding of my needs  |  |  |  |  |  |

|  |  |
| --- | --- |
| 2. How likely are you to recommend our services to a friend or colleague? | [ ]  Very Likely [ ]  Somewhat Likely [ ]  Neither Likely nor Unlikely [ ]  Somewhat Unlikely [ ]  Very Unlikely |
|  Please tell us why you feel that way. |  |
| 3. Was information and advice explained satisfactorily to you? If no, what are your concerns? | [ ]  Yes [ ]  No |
| 4. Were you kept informed throughout? | [ ]  Yes [ ]  No |
| 5. Was adequate information given to you as to the likely charges for your transaction? | [ ]  Yes [ ]  No |
|  Please let us know how that could be improved. |  |
| 6. Do you consider that our service has been approachable and friendly? | [ ]  Yes [ ]  No |
| **7.** What is your overall satisfaction rating with us? | [ ]  Very Satisfied [ ]  Somewhat Satisfied [ ]  Neither Satisfied nor Dissatisfied [ ]  Somewhat Dissatisfied [ ]  Very Dissatisfied |
|  Please tell us why you feel that way. |  |
| 8. Taking all things into consideration, do you think that your matter has been managed in a competent and timely manner? |
| Please comment on your overall experience: |

Thank you for taking the time to complete this questionnaire. Your comments help us to improve the service we offer.

Would you allow us to quote your comments in future marketing materials? Please tick as appropriate:

[ ]  Yes but anonymously.

[ ]  Yes, and I give me permission for you to use my name and, if appropriate, company name.

[ ]  No thank you.

Would you be prepared to act as a referee for MKB Solicitors LLP in future business development activity?

[ ]  Yes [ ]  No

Thank you for your time. Please return your completed form to us to lgledhill@mkbsolicitors.co.uk or by post to:

*The* *Office Manager*

*MKB Solicitors LLP*

*1-11 Huddersfield Road*

*Barnsley*

*South Yorkshire*

*S70 2LP*

As part of our client care procedures, we would be delighted to help you in other matters, where appropriate.

**Legal services to business include:** company and commercial, management buy-outs, partnerships, property and development, employment, dispute resolution, debt recovery, regulatory, property litigation, insolvency, intellectual property, construction.

**Legal services for individuals and families include:** Wills, Trusts and probate, lasting powers of attorney, family, divorce and separation, children, employment, redundancy, unfair dismissal, discrimination, compromise agreements, residential property, personal injury, dispute resolution.

For further information, please tick the appropriate box and return it in the stamped addressed envelope provided.

Thank you.

|  |  |  |  |
| --- | --- | --- | --- |
| **Debt Recovery** |  | **Personal Injury** |  |
| **Divorce** |  | **Family Matters** |  |
| **Wills** |  | **Probate** |  |
| **Employment** |  | **Residential Sales & Purchases** |  |
| **Powers of Attorney** |  | **Dispute Resolution** |  |
| **Company & Commercial** |  | **Management Buy-Outs** |  |
| **Partnerships** |  | **Leases** |  |
| **Construction & Engineering** |  | **Commercial Property** |  |
| **Property Litigation** |  | **Commercial Litigation** |  |
| **Property Development** |  | **Employment Disputes** |  |

Return to: lgledhill@mkbsolicitors.co.uk or

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