Name:

Date:

MKB Ref:

Solicitor Name:

Thank you for being a client. Please help us improve our product and our service to you by completing this survey. The entire survey will take approximately 5 minutes to complete.

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  |  |  |  |  |  |

|  |  |
| --- | --- |
| How would you rate how easy it is to access our services? | [ ]  Very Good [ ]  Good[ ]  Unsure [ ]  Poor [ ]  Very Poor |
| How would you rate the way you were greeted by us when you visited our offices? | [ ]  Very Good [ ]  Good[ ]  Unsure [ ]  Poor [ ]  Very Poor [ ]  N/A |
| 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. |  |
| 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. |  |
| How would you rate the personal manner of the adviser that you had the most dealings with?If poor or fair, how do you think they could have improved their service to you? | [ ]  Poor [ ]  Fair [ ]  Good [ ]  Excellent |
| How would you assess the communication, be it by letter, telephone, e-mail, or direct from the adviser that you received?If poor or fair, how could we have improved this for you? | [ ]  Poor [ ]  Fair [ ]  Good [ ]  Excellent |
| How would you rate your understanding and commitment to the action that was taken on your behalf?If poor or fair, how could this have been improved for you? | [ ]  Poor [ ]  Fair [ ]  Good [ ]  Excellent |
| Was adequate information given to you as to the likely charges for your transaction? | [ ]  Yes [ ]  No [ ]  N/A |
| Please let us know how that could be improved. |  |
| In general terms, how would you assess our overall service for you?If you have any suggestions for how we could improve things that have not been dealt with above, please comment here … | [ ]  Poor [ ]  Fair [ ]  Good [ ]  Excellent |
| Taking all things into consideration, do you think you have been treated professionally by MKB Solicitors at all times? |
| 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.

May we refer information to the Law Society in connection with the Conveyancing Quality Scheme?

[ ]  Yes [ ]  No [ ]  N/A

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:

*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.

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

*The Office Manager*

*MKB Solicitors LLP*

*1-11 Huddersfield Road*

*Barnsley*

*South Yorkshire*

*S70 2LP*