Post-Matter Client Service Survey Precedent

This is a precedent post-matter client service survey that you can use and adapt for your firm. Electronic copies of this survey are available at [www.practicepro.ca/servicesbooklet](http://www.practicepro.ca/servicesbooklet). It is a supplemental resource to the *managing a better professional services firm* booklet which is also available at the above URL.

CLIENT SERVICE QUESTIONNAIRE

(Insert your firm name or logo here)

How were you referred to our firm?

🞏 Know lawyer or staff member personally. Name

🞏 Referred by someone. Name

🞏 Yellow pages ad

🞏 Saw firm advertisement or brochure. Where?

🞏 Other (please explain)

Why did you select our firm?

🞏 Convenient location

🞏 Firm reputation

🞏 Lawyer reputation

🞏 Personal relationship with lawyer/staff member

🞏 Business relationship with lawyer/staff member

🞏 Cost of legal services

🞏 Recommendation (please explain)

🞏 Other (please explain)

What is your opinion about the following? Very Somewhat Somewhat Very

 Satisfied Satisfied Dissatisfied Dissatisfied

Overall level of satisfaction with our service? 🞏 🞏 🞏 🞏

Convenience of the office location 🞏 🞏 🞏 🞏

Ease of reaching your lawyer by telephone 🞏 🞏 🞏 🞏

Promptness in returning telephone calls 🞏 🞏 🞏 🞏

Promptness in returning e-mails 🞏 🞏 🞏 🞏

Lawyer clearly explained everything 🞏 🞏 🞏 🞏

Lawyer courtesy 🞏 🞏 🞏 🞏

Staff courtesy and helpfulness 🞏 🞏 🞏 🞏

Kept fully informed about my case 🞏 🞏 🞏 🞏

Settlement amount, if applicable 🞏 🞏 🞏 🞏

Amount of attorney fees 🞏 🞏 🞏 🞏

Lawyer’s responsiveness when I wanted to meet 🞏 🞏 🞏 🞏

Lawyer’s concern about me as a person 🞏 🞏 🞏 🞏

Lawyer’s belief in my case 🞏 🞏 🞏 🞏

3. Would you recommend our services to your family, friends or colleagues:

 Yes  No

If you would not recommend our firm to another person, please state your reasons, especially if not detailed elsewhere in these questions:

4. What could we have done to be more responsive to your legal needs?

5. Do you have any suggestions on how we could improve our written and verbal communications (telephone calls, correspondence, personal meetings) with clients?

6. If there was one thing you could change about the legal process you were involved in, whether in our office or the legal system, what would it be?

7. What suggestions do you have for improving the way we charge for services and our billing process?

8. What suggestions do you have for improving the way our office staff assisted you?

9. What additional services could we offer to make your legal representation more complete?

The questionnaire is anonymous unless you chose to include your name here:

Thank you for taking the time to complete this questionnaire! Please use the attached envelope to return the completed questionnaire to my office. It was our privilege to represent you. Please let us know when we can be of service to you in the future.

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[**www.lawpro.ca**](http://www.lawpro.ca)

**Lawyers and law firm are free to use and adapt this survey for their own use.**