

Sample Client Satisfaction Survey Questions

Thank you for selecting *[Name of Firm]*. Please fill in this questionnaire so that we may better understand your needs. We will use this information to help provide better service to you in the future.

BASIC INFORMATION

1. How did you hear about *[Name of Firm]*?
2. Why did you choose *[Name of Firm]*?

CUSTOMER SERVICE

1. Did you feel that members of your *[Name of Firm]* legal team were accessible when you tried to contact them?
2. Did the firm/members of your legal team return your telephone calls within a reasonable amount of time?
3. Did the firm/members of your legal team return your letters/emails within a reasonable amount of time?
4. Were emails and/calls responsive to the questions asked?
5. Was our non-legal staff helpful?
6. Please describe how you were treated by our staff:
[Courteously][Indifferently][Rudely/Poorly][Comments:]

LAWYERS' SKILLS/EXPERTISE/ CASE MANAGEMENT

7. Did you feel that your lawyer/members of your legal team fully understood the nature of your legal problem?
8. Did you feel that your lawyer/members of your legal team demonstrated commitment to helping you find a way to achieve your business or personal objectives?
9. Did you feel adequately informed with respect to the progress of your matter?
10. Were you satisfied with the amount of attention devoted to your matter?
11. Did you feel that your matter was kept on track by your lawyer/members of your legal team?

12. Did you have adequate access to your lawyer/members of your legal team with respect to questions or the status of your matter?
13. Did your lawyer/members of your legal team communicate with you regularly?
14. Do you feel your lawyer/members of your legal team listened to you?
15. Were you confident in the lawyer/members of your legal team's ability to represent your interests in the matter?
16. Did your lawyer/members of your legal team keep you adequately informed about any new developments relating to your matter?
17. Were you satisfied with the explanation you received of the legal principles or facts involved in your matter?
18. Were you satisfied with the level of knowledge of your legal team/lawyer?
19. Were you satisfied with the level of preparedness and thoroughness of your legal team/lawyer?
20. Did your lawyer/members of your legal team provide options and explain the pros and cons of each such option?
21. Did your lawyer/members of your legal team develop/find creative solutions?
22. Did your lawyer/members of your legal team complete your work on time?
23. Were you satisfied with the outcome of your matter?
 - a. If yes, why?
 - b. If no, why?
24. How would you rate your lawyer/members of your legal team at understanding addressing and resolving the issues? *[Excellent][Very Good][Good][Average/Fair][Poor] [Very Poor]*
25. Did your lawyer/members of your legal team meet your expectations?
26. Did your lawyer/members of your legal team demonstrate concern for cost containment?

COMMUNICATION

27. Did your lawyer/members of your legal team help you understand the legal process?
28. Did your lawyer/members of your legal team provide you legal advice and/or communicate in a way that you understood?

29. Did your lawyer/members of your legal team adequately and effectively communicate your legal liabilities or exposure?
30. Did your lawyer/members of your legal team adequately and effectively advise you of the actions/steps you should/could take?
31. Did your lawyer/members of your legal team help you understand the laws and/or regulations relevant and/or applicable to your matter?
32. Did your lawyer/members of your legal team inform you of new laws and/or regulations that you needed to understand and/or comply with?

INVOICING/ FEES/ INTAKE MANAGEMENT/PROCESSING

33. Were you informed during your first visit/communications with *[Name of Firm]*, the basis upon which you would be invoiced for our legal services?
34. Were you given a clear explanation of fees to be charged and how fees are determined?
35. Did we clearly explain *[Name of Firm]*'s fee and invoicing procedures?
36. Were *[Name of Firm]*'s invoices clear and understandable?
37. Was our total fee fair?
38. Do you feel you received value for money?

MARKETING

39. Have you visited the *[Name of Firm]*'s website?
 - a. If yes, did you find it informative/helpful?
 - b. If yes, did you find what you were looking?
40. Have you read *[Name of Firm]*'s blog? Your impressions?
 - a. If yes, did you find it informative/helpful?
41. Do you read our newsletter?
 - a. If yes, do you find it informative/helpful?

GENERAL SATISFACTION

42. Please rate the overall quality of the services provided by lawyers on your matter. *[Excellent][Very Good][Good][Average/Fair][Poor] [Very Poor]*
43. Please rate the overall quality of the services provided by our staff. *[Excellent][Very Good][Good][Average/Fair][Poor] [Very Poor]*

44. Please rate the overall quality of the services provided by our law firm. *[Excellent]**[Very Good]**[Good]**[Average/Fair]**[Poor]* *[Very Poor]*

45. Would you use *[Name of Firm]* again? _____

- a. If yes, why?
- b. If no, why?

46. Would you recommend *[Name of Firm]* to others? _____

- a. If yes, why?
- b. If no, why?

OTHER

47. What could we do to improve the service you received from us?

48. Other Comments: Please let us know if you would like further information on any of our other services:

49. Would you like to be placed on our mailing list?