

# Client Feedback Form

Above all else we value your business and strive to provide you with the best service possible. To do this we need to monitor our performance and we can only do this if we hear from you. We would therefore appreciate you taking a few moments to complete this short form.

Your Name

Your Email

Contact at Optimus Law

Matter Reference

## 1. Please assess our performance in each of the performance areas (highlight as applicable)

Speed in answering incoming calls

Very Poor Average Good Excellent

Returning your calls

Very Poor Average Good Excellent

Business like and easily understood letters/emails

Very Poor Average Good Excellent

Replying to your letters/email in a reasonable time

Very Poor Average Good Excellent

Staff helpful and courteous at all times

Very Poor Average Good Excellent

Clarity of advice

Very Poor Average Good Excellent

Being kept informed at all times

Very Poor Average Good Excellent

Concluding your case in reasonable time

Very Poor Average Good Excellent

Being kept informed about costs and fees

Very      Poor      Average      Good      Excellent

How well do you feel we valued you or your business

Very      Poor      Average      Good      Excellent

How likely are you to recommend us to someone else in need of legal help

Very      Poor      Average      Good      Excellent

**2. Do you have any comments regarding our services? Please let us know if we could have done better and how or if there was any way in which we excelled**

**3. Is there any other matter with which we might be able to help you with?**

**We are grateful to you for your opinions and comments**