

## CLIENT FEEDBACK

Thank you for instructing us to act on your behalf. As part of the service we provide we would like to ensure that we regularly monitor our clients' satisfaction with the firm and our services. It also gives us an opportunity to improve our services.

Accordingly, we would be grateful if you could please take a few moments to answer the following questions.

Please feel free to add your comments at the end of each question.

1. Your name and matter reference number (optional) and today's date:
  
2. Who assisted/is assisting you with your matter?
  
3. Please rate the following areas regarding the firm, using the following descriptions:
  - Very satisfied
  - Somewhat satisfied
  - Somewhat dissatisfied
  - Very dissatisfied
  - a) Our understanding of your case/matter and your objectives.
  - b) Communication with the person who had the conduct of your matter
  - c) Responsiveness to communication
  - d) Our service and effectiveness
  - e) Quality of work
  - f) Reasonableness of our fees
  - g) Understandable, accurate and timely legal bills
  - h) Concerns for you as a client, if any.
  
4. Please answer the questions below, using the following descriptions:



- Yes
- No
- Maybe

Please explain the reason for your answer.

- a) Would you recommend our services to your family, friends or colleagues?
- b) Are you content with the way we treated you during any visits you made to our office?
- c) Were you adequately kept up-to-date on the progress of your case and any changes regarding your fee estimate?
- d) Do you believe we are providing value for the fees we charge?
- e) Do you have any suggestions on how we could improve our written and verbal communications (telephone calls, emails, correspondence, personal meetings) with clients?
- f) What do you consider is the biggest area of improvement we could make to our services/firm?
- g) Which three qualities, from the ones listed below, are the most important to you?
  - Ease of reaching the person dealing with my matter.
  - Promptness in returning calls
  - Results
  - Quality of recommendations and advice
  - Understanding of legal issues/expertise
  - Helpfulness/Courtesy
  - Estimation & communication of fees
  - Case status reporting
  - Value received for fees paid
  - Range of service
  - Billing practices i.e. timely and accurate invoices
  - Problem solving abilities
  - Hours of operation
  - Ability to meet deadlines
  - Creativity
  - Location of the office
  - Professionalism and integrity

5. If you are no longer being represented by us, what is the primary reason why you left?
  
6. Are there any comments, suggestions, complaints or concerns you would like to voice?

Once completed this form you may return it to us by one of the following methods:

- Email to the fee earner dealing with your matter or our Client Care Partner, Idnan Liaqat at [il@axiomstone.co.uk](mailto:il@axiomstone.co.uk)
- By post to the fee earner dealing with your matter or our Client Care Partner, Idnan Liaqat at our head office: Axiom House, 1 Spring Villa Road, Edgware, HA8 7EB

Please note that we keep a central record of all client feedback received, which will be reviewed and monitored by our Client Care Partner to ensure that we are regularly improving our services to clients.

Thank you for completing our Feedback Form.