

Model Client Satisfaction Survey:

Why you need this model survey:

Clients demand value and, in this competitive market, you need to find out if you are meeting your clients' needs and giving value for the fees you receive. A client survey is a relatively easy way to get this information.

How this model survey helps you:

The insight that these surveys provide is priceless and can be used to enhance client service. You can use this information to develop practice strategies to improve on the areas of client service or office procedures.

How to use this model survey:

Customize this survey and use it at your law firm. You can send a client survey with your closing letter or put it online and refer to it in your closing letter.

THIS TOOL AND HUNDREDS MORE AVAILABLE AT: [HTTP://WWW.LAWOFFICEMGR.COM](http://www.lawofficemgr.com)

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[Law Firm Name] Client Satisfaction Survey

Our law firm values your opinion and we strive to provide outstanding service to all of our clients. Please take a moment to complete the survey below. This will help us to continue to provide outstanding service to you and others, and allow us to concentrate our efforts on improving service.

We appreciate your time and look forward to working with you again.

Name: _____

Telephone: _____ Email: _____

Primary attorney who worked with you: _____

Primary paralegal/legal assistant who worked with you: _____

Please rate the following service you received from our law firm on a scale of 1 to 3, 1 being the best.

Professionalism and courtesy of legal staff _____

Professionalism and courtesy of attorneys _____

Attention to your concerns and questions _____

Ability to reach someone by telephone _____

Having your phone calls returned within 24 hours _____

Keeping you updated on the status of your matter _____

Expediency in handling your matter _____

In a few words, please describe anything we can do to improve our service to you next time:

Would you recommend our law firm to your family, friends or colleagues? [] Yes [] No

If not, in a few words please describe why: _____

Please feel free to add any additional comments regarding the service you received from our law firm:

Thank you!!

[Law firm name]

[Contact Information]

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