

Client service questionnaire

How did we do?

Firstly, thank you for using Blakemores Solicitors. We know that many of you do not want to use a lawyer but often have to, to get through a difficult problem or tackle a legally challenging situation. We understand the need to treat you with respect, handle your work in a professional manner and to keep you informed of progress. If you ever have to ask “I wonder what my lawyer is doing?” then we have failed at the first hurdle.

Our team works hard to get this right but we can only continue to improve if we get your feedback on how we are doing so far. So that’s why we ask you to let us know how we did.

As a Blakemores’ client we promise you that:

We will listen more:

- to understand exactly why you need our help;
- to get to the key issues quickly and sympathetically;
- to learn how it might impact on you so we can put it into context and; therefore
- to advise you better.

We will care more:

- about getting the best results for you at a reasonable cost;
- about our reputation and expertise, so that we keep up to date and remain as leading specialists in our chosen area of law;
- about our relationship with you;

and as a result

We will give you more.

To assess how we’re doing we ask you to measure our performance against these 3 core areas. Did we listen well, care enough and as a result – give you more than you expected? We’d be grateful if you could complete this short questionnaire and return it to us.

Why should I bother? If you weren’t happy with our performance then we need to know so we can address this and ensure we put any corrective measures in place. If we did well we’d like to know so we can reward our staff for doing a great job and encourage others to perform in a way that pleases our clients. But if that isn’t enough, then give yourself the chance of winning shopping vouchers to the value of £250. All completed, returned questionnaires will be entered into our quarterly prize draw.

Your details

Name

Reference number or details of the work we carried out for you

Address

Email

Telephone / Mobile

Preferred method of contact Letter Email Telephone

Was your advice personally funded? Yes No

We will listen more:

Using the scale of 1–10, where 1 is not at all and 10 totally exceeded your expectations:

How well did we understand why you needed our help?

How much interest did your adviser show in you and your case?

How well did your adviser explain what you needed to do or what was happening?

How well did we keep you informed of progress and next steps?

How happy were you with the advice you received?

Did we listen more?

We will care more:

How easy was it to get hold of the person dealing with your work?

Did you feel the person looking after you was easy to talk to and approachable?

Did the person handling your work demonstrate they were an expert in their field?

How happy were you with the costs incurred for our service?

Did we care more than you expected?

We will give you more:

Did we give you more? **Score**

and finally ...

How likely are you to use Blakemore’s services again?

Likely Unsure Not at all likely

How likely are you to recommend Blakemores to a friend?

Likely Unsure Not at all likely

What two things did we do really well?

What two things could we do to improve?

Anything else you’d like to tell us?

Is there anything else we can do to help?

Tick the boxes below and someone will contact you.

- | | | |
|--|--|--|
| <input type="checkbox"/> Personal injury | <input type="checkbox"/> Buying or selling property | <input type="checkbox"/> Divorce/matrimonial |
| <input type="checkbox"/> Child care | <input type="checkbox"/> Employment dispute or dismissal | <input type="checkbox"/> Wills |
| <input type="checkbox"/> Work permit or visa | <input type="checkbox"/> Immigration | <input type="checkbox"/> Financial disputes |

Thank you

Terms and conditions of free prize draw: All completed questionnaires received in the 3 months preceding and by each quarter end (31 March, 30 June, 30 September, 31 December) will be entered in the draw. Employees of Blakemores and their families are not eligible to enter. Entrants must be over 18 years of age. No cash alternative to the prize will be available and no correspondence will be entered into. Prize winners will be notified by post. The information provided by you on this form will be held by us on our computer records. From time to time we may use any of the information you submit to us, including personal data for customer administration, research analysis and to provide you with marketing information about Blakemores or its associated companies. It will not be disclosed to any third party. By sending your information to us you agree and consent to us contacting you in this way. You may withdraw this consent at anytime by contacting info@blakemores.co.uk or tick here if you do not want your information used for marketing purposes

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