

CLIENT SURVEY FORM

Your name: [REDACTED]		DVB/PW/FRE176		
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?	N 4			
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?			✓	
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

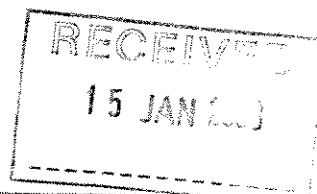
	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?			✓	
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?			✓	
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>Good advice given with favorable results for us.</p> <p>Thanks for your help!</p> <p>Adam.</p>			
<p>Would you be likely to recommend this firm to others? Yes <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

CLIENT SURVEY FORM

Your name: [REDACTED]		DVB/PW/DAW171		
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

CLIENT SURVEY FORM



Your name: [REDACTED] FW				
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				
If poor or fair, how do you think (s)he could have improved their service to you?	NEVER VISITED BUT I AM SURE IT WOULD BE OF EXCELLENT STANDARDS AS PER TELEPHONE MANNER AND CONVERSATIONS.			
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes ✓ No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

RECEIVED

- 2 JAN 2008

CLIENT SURVEY FORM

Your name:

CSP/BEE151

1. How would you rate our reception area and the greeting you received if and when you visited our offices?

N/A

Poor

Fair

Good

Excellent

If poor or fair, how do you think (s)he could have improved their service to you?

2. How would you rate the personal manner of the adviser who you had most dealings with?

✓

If poor or fair, how could we have improved this for you?

3. How would you assess the communication, be it by letter or e-mail, that you received?

✓

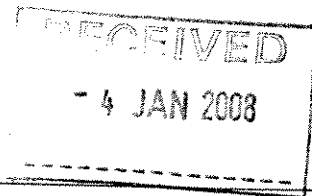
If poor or fair, how could we have improved this for you?

4. How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent ✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

many Thanks to Caroline for all her help.

BBesler.

CLIENT SURVEY FORM



Your name: [REDACTED] FW/COW11				
1. How would you rate our reception area and the greeting you received if and when you visited our offices?	Poor	Fair	Good	Excellent
				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

4. How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent <input checked="" type="checkbox"/>
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				<input checked="" type="checkbox"/>
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

CLIENT SURVEY FORM

Your name: [REDACTED]		CSP/BEA151		
1. How would you rate our reception area and the greeting you received if and when you visited our offices?	Poor	Fair	Good	Excellent
				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?			✓	
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

4. How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent ✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes ✓ No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p> <p style="text-align: center;">Thank you.</p>				

CLIENT SURVEY FORM

07/07/07

Your name: [REDACTED] FW/RD/MUR181				
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?	NEVER VISITED OFFICE			
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes No Undecided</p> <p style="text-align: center;">YES</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

CLIENT SURVEY FORM

RECEIVED
30 AUG 2007

Your name: [REDACTED]		DVB/PW/BAI203		
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

RECEIVED
22 AUG 2017

CLIENT SURVEY FORM

Your name:

[REDACTED]

FW/rd/VICKERS/VIC103

	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>It Was A Brilliant Service. When I Rang, About Something I Did Not Understand It Was Explained To Me.</p> <p>Thanking You Very Much For Everything You Have Done For Me.</p>			
<p>Would you be likely to recommend this firm to others? Yes No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

RECEIVED
22 AUG 2007

CLIENT SURVEY FORM

Client name: [REDACTED]		Ref: FW/LOU31			
1. How would you rate our reception area and the greeting you received if and when you visited our offices? <i>DID NOT VISIT OFFICES</i>	Poor	Fair	Good	Excellent	
If poor or fair, how do you think (s)he could have improved their service to you?					
2. How would you rate the personal manner of the adviser who you had most dealings with?			<i>[initials]</i>	<i>[checkmark]</i>	
If poor or fair, how could we have improved this for you?					
3. How would you assess the communication, be it by letter or e-mail, that you received?				<i>[checkmark]</i>	
If poor or fair, how could we have improved this for you?					

FAVE, THANKYOU FOR THE WORK YOU HAVE PUT INTO MY CASE, I AM VERY PLEASED WITH THE RESULT

M Lafferty

4. How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent ✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes ✓ No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

Client Reference	[REDACTED] MID86
Were you happy with the legal advice you received?	Yes
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	Yes
Was the work we did for you value for money?	Yes
Were you happy with the way in which your case was dealt with?	Yes
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Yes
Please tell us about anything else you would like us to know about.	As always the service provided is to a high standard...

RECEIVED
15 JUN 2006

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	FRE174
Were you happy with the legal advice you received?	Yes... the advice given achieved our desired results.
Were your telephone calls to the office answered promptly?	Phone calls to the 'office' were answered promptly. However most calls were made to Direct Numbers.
Did the person dealing with your case phone you back promptly if you left a message?	On this case yes - however at times we had to wait for a return call but did not know what other problems there were.
If you visited our offices, did you form a good impression of them?	Yes... a professional feel + high standards were the impressions.
Was the work we did for you value for money?	Yes... excellent value saving vs. our flock.
Were you happy with the way in which your case was dealt with?	Yes... no complaints.
Would you use again, or recommend us to your friends and family? If not, please tell us why.	We are already using Clegg on a number of issues I would recommend the firm.
Please tell us about anything else you would like us to know about.	I cannot add any other comments except keep up the good work + continue to give good value.

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Thanks
Adam

Client Reference	HAR871 [REDACTED]
Were you happy with the legal advice you received?	Yes very
Were your telephone calls to the office answered promptly?	Yes very
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	Yes
Was the work we did for you value for money?	Excellent
Were you happy with the way in which your case was dealt with?	Very
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Yes planning already
Please tell us about anything else you would like us to know about.	

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	[REDACTED]
Were you happy with the legal advice you received?	YES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES
Please tell us about anything else you would like us to know about.	EVERYONE IS PROFESSIONAL AND VERY FRIENDLY.

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

RECEIVED
05 SEP 2006

Client Reference	[REDACTED]
Were you happy with the legal advice you received?	Very happy
Were your telephone calls to the office answered promptly?	yes very helpful
Did the person dealing with your case phone you back promptly if you left a message?	yes
If you visited our offices, did you form a good impression of them?	/
Was the work we did for you value for money?	yes
Were you happy with the way in which your case was dealt with?	yes
Would you use again, or recommend us to your friends and family? If not, please tell us why.	yes and would recommend
Please tell us about anything else you would like us to know about.	/

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

RECEIVED
28 JUN 2008

Client Reference	XYT11 [REDACTED]
Were you happy with the legal advice you received?	Very Happy
Were your telephone calls to the office answered promptly?	Very promptly
Did the person dealing with your case phone you back promptly if you left a message?	yes
If you visited our offices, did you form a good impression of them?	never visited office
Was the work we did for you value for money?	yes
Were you happy with the way in which your case was dealt with?	yes
Would you use again, or recommend us to your friends and family? If not, please tell us why.	yes
Please tell us about anything else you would like us to know about.	

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Thank you for all your help and advice.

Regards
J. Williams

RECEIVED
JUN 2 2008

Client Reference	FOR123 - [REDACTED]
Were you happy with the legal advice you received?	YES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES
Please tell us about anything else you would like us to know about.	I HAVE USED CLEGG'S FOR PERSONAL + BUSINESS SITUATIONS & WILL CONTINUE TO DO SO.

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	1MS4511 [REDACTED]
Were you happy with the legal advice you received?	Very Happy
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	N/A
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES
Please tell us about anything else you would like us to know about.	/

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

RECEIVED
- 3 JUL 2006

Client Reference	NOT47 [REDACTED]
Were you happy with the legal advice you received?	...Yes...
Were your telephone calls to the office answered promptly?	...Yes...
Did the person dealing with your case phone you back promptly if you left a message?	...Yes...
If you visited our offices, did you form a good impression of them?	...Yes...
Was the work we did for you value for money?	...Yes...
Were you happy with the way in which your case was dealt with?	...Yes...
Would you use again, or recommend us to your friends and family? If not, please tell us why.	...Yes...
Please tell us about anything else you would like us to know about.	...A satisfied client...

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	J102111 [REDACTED]
Were you happy with the legal advice you received?	<i>Brilliant</i>
Were your telephone calls to the office answered promptly?	<i>Always</i>
Did the person dealing with your case phone you back promptly if you left a message?	<i>Whenever required</i>
If you visited our offices, did you form a good impression of them?	<i>N/A</i>
Was the work we did for you value for money?	<i>Yes</i>
Were you happy with the way in which your case was dealt with?	<i>Yes</i>
Would you use again, or recommend us to your friends and family? If not, please tell us why.	<i>Have done & will</i>
Please tell us about anything else you would like us to know about.	<i>Excellent communication skills</i>

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	MCC251 [REDACTED]
Were you happy with the legal advice you received?	YES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES - OPEN AND CONSTRUCTIVE ADVICE
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES - EXCELLENT SERVICE
Please tell us about anything else you would like us to know about.	

RECEIVED
22 JUN 2006

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	STE41
Were you happy with the legal advice you received?	YES... I WAS VERY HAPPY WITH ALL ADVICE THANK YOU.
Were your telephone calls to the office answered promptly?	ALL THE CALLS WAS ANSWERED PROMPTLY
Did the person dealing with your case phone you back promptly if you left a message?	ALLWAYS PHONED BACK PROMPTLY
If you visited our offices, did you form a good impression of them?	DID NOT VISIT YOUR OFFICE
Was the work we did for you value for money?	VERY GOOD VALUE
Were you happy with the way in which your case was dealt with?	YES... I WAS HAPPY WITH THE WAY IT WAS DEALT
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES... I WOULD RECOMMEND YOUR FIRM.
Please tell us about anything else you would like us to know about.	THANKS YOU VERY MUCH FOR YOUR TIME AND EFFORT

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

J.H.W.

CLIENT QUESTIONNAIRE

Client: Ms [REDACTED]

Were you happy with the legal advice you received?	Yes
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case return your calls promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	N/A
Was the work we did for you fair value for money?	Yes
Were you happy with the way your case was dealt with?	Yes
Would you use us again, or recommend us to your friends and family? If not, please tell us why.	Yes
Please tell us about anything else you would like us to know about.	I received a very professional + prompt service which resulted in a positive outcome.

We are always trying to improve the service we give our Clients; your comments are very helpful in our efforts to do so, and we are grateful for your time spent completing this form. Please now return it to Mark Williams, our quality partner, in the self-addressed envelope enclosed.

RECEIVED

05 SEP 2003

Client Reference	
Were you happy with the legal advice you received?	Very happy
Were your telephone calls to the office answered promptly?	Yes very helpful
Did the person dealing with your case phone you back promptly if you left a message?	yes
If you visited our offices, did you form a good impression of them?	
Was the work we did for you value for money?	yes
Were you happy with the way in which your case was dealt with?	yes
Would you use again, or recommend us to your friends and family? If not, please tell us why.	yes and would recommend
Please tell us about anything else you would like us to know about.	

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	
Were you happy with the legal advice you received?	YES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES
Please tell us about anything else you would like us to know about.	I HAVE USED CLEGG'S FOR PERSONAL + BUSINESS SITUATIONS & WILL CONTINUE TO DO SO.

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	
Were you happy with the legal advice you received?	<i>Excellent</i>
Were your telephone calls to the office answered promptly?	<i>Always</i>
Did the person dealing with your case phone you back promptly if you left a message?	<i>Whenever required</i>
If you visited our offices, did you form a good impression of them?	<i>N/A</i>
Was the work we did for you value for money?	<i>Yes</i>
Were you happy with the way in which your case was dealt with?	<i>Yes</i>
Would you use again, or recommend us to your friends and family? If not, please tell us why.	<i>Have done & will</i>
Please tell us about anything else you would like us to know about.	<i>Excellent communication skills</i>

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

RECEIVED
22 JUN 2006

Client Reference	
Were you happy with the legal advice you received?	YES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES - OPEN AND CONSTRUCTIVE ADVICE
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES - EXCELLENT SERVICE
Please tell us about anything else you would like us to know about.	

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	
Were you happy with the legal advice you received?	Very Happy
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	N/A
Was the work we did for you value for money?	Yes
Were you happy with the way in which your case was dealt with?	Yes
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Yes
Please tell us about anything else you would like us to know about.	

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.

Client Reference	BUR631
Were you happy with the legal advice you received?	Very much so
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	Very good
Was the work we did for you value for money?	Yes
Were you happy with the way in which your case was dealt with?	Yes 1st class
Would you use again, or recommend us to your friends and family? If not, please tell us why.	I would definatly recommend your company and will use you again if needs be
Please tell us about anything else you would like us to know about.	Best firm of solicitors I have had dealing with Thank you

We are always trying to improve our service to our clients. We would be grateful if you would please help us by completing this form and returning it to our quality partner, Mark Williams, in the self-addressed envelope enclosed.