

### CLIENT SURVEY FORM

Please state your name here: [REDACTED] .....

File Ref: it/cox171

|   |          |   |           |                |     |
|---|----------|---|-----------|----------------|-----|
| 1. If you visited our offices, what did you think of our reception area?  | Poor     | Fair  | Good<br>✓ | Excellent      | N/A |
| 2. What did you think of the greeting you received?   | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 3. What did you think of the rest of our offices?   | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 4. What did you think of the personal manner of the adviser who you had most dealings with?   | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 5. What did you think of the personal manner of our other members of our staff?   | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 6. What did you think of the quality of our telephone communication with you?   | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 7. What did you think of the quality of our letter or e-mail communication with you?  | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 8. What did you think of our understanding and commitment to the action that we took on your behalf?                                | Poor     | Fair  | Good      | Excellent<br>✓ | N/A |
| 9. If you have visited our website <a href="http://www.cleggssolicitors.com">www.cleggssolicitors.com</a> what did you think of it? | Poor     | Fair  | Good      | Excellent      | N/A |
| 10. Are you likely to recommend us to other people you know?  | Yes<br>✓ | No  | Undecided |                |     |
| 11. Do you know about the other services we can provide for you and your business?  | Yes<br>✓ | No-please send me more details on<br><input type="checkbox"/> personal injury claims<br><input type="checkbox"/> litigation<br><input type="checkbox"/> residential conveyancing<br><input type="checkbox"/> wills and probate<br><input type="checkbox"/> business affairs |           |                |     |

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

Thank you for taking the time and trouble to complete this survey. Please now return it to us in the stamped addressed envelope enclosed. We take your comments very seriously and they are extremely valuable to us in assessing the quality of our services and helping us to improve them.

**CLIENT SURVEY FORM**

Please state your name here:..... [REDACTED] .....

File Ref: IT/HOL511

|  |            |   |           |                  |            |
|--|------------|---|-----------|------------------|------------|
| 1. If you visited our offices, what did you think of our reception area?                             | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 2. What did you think of the greeting you received?  | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 3. What did you think of the rest of our offices?  | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 4. What did you think of the personal manner of the adviser who you had most dealings with?          | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 5. What did you think of the personal manner of our other members of our staff?                      | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 6. What did you think of the quality of our telephone communication with you?                        | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 7. What did you think of the quality of our letter or e-mail communication with you?                 | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 8. What did you think of our understanding and commitment to the action that we took on your behalf? | Poor       | Fair  | Good      | <u>Excellent</u> | N/A        |
| 9. If you have visited our website www.cleggssolicitors.com what did you think of it?                | Poor       | Fair  | Good      | Excellent        | <u>N/A</u> |
| 10. Are you likely to recommend us to other people you know?   | <u>Yes</u> | No  | Undecided |                  |            |
| 11. Do you know about the other services we can provide for you and your business?                   | <u>Yes</u> | No-please send me more details on<br><input type="checkbox"/> personal injury claims<br><input type="checkbox"/> litigation<br><input type="checkbox"/> residential conveyancing<br><input type="checkbox"/> wills and probate<br><input type="checkbox"/> business affairs |           |                  |            |

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

Thank you for taking the time and trouble to complete this survey. Please now return it to us in the stamped addressed envelope enclosed. We take your comments very seriously and they are extremely valuable to us in assessing the quality of our services and helping us to improve them.

CLIENT SURVEY FORM

RECEIVED  
21 APR 2008

Please state your name here: [REDACTED]

File Ref: IT/GOD141

|  |      |   |           |           |     |
|--|------|---|-----------|-----------|-----|
| 1. If you visited our offices, what did you think of our reception area?                             | Poor | Fair  | Good      | Excellent | N/A |
| 2. What did you think of the greeting you received?  | Poor | Fair  | Good      | Excellent | N/A |
| 3. What did you think of the rest of our offices?  | Poor | Fair  | Good      | Excellent | N/A |
| 4. What did you think of the personal manner of the adviser who you had most dealings with?          | Poor | Fair  | Good      | Excellent | N/A |
| 5. What did you think of the personal manner of our other members of our staff?                      | Poor | Fair  | Good      | Excellent | N/A |
| 6. What did you think of the quality of our telephone communication with you?                        | Poor | Fair  | Good      | Excellent | N/A |
| 7. What did you think of the quality of our letter or e-mail communication with you?                 | Poor | Fair  | Good      | Excellent | N/A |
| 8. What did you think of our understanding and commitment to the action that we took on your behalf? | Poor | Fair  | Good      | Excellent | N/A |
| 9. If you have visited our website www.cleggssolicitors.com what did you think of it?                | Poor | Fair  | Good      | Excellent | N/A |
| 10. Are you likely to recommend us to other people you know?   | Yes  | No  | Undecided |           |     |
| 11. Do you know about the other services we can provide for you and your business?                   | Yes  | No-please send me more details on<br><input type="checkbox"/> personal injury claims<br><input type="checkbox"/> litigation<br><input type="checkbox"/> residential conveyancing<br><input type="checkbox"/> wills and probate<br><input type="checkbox"/> business affairs |           |           |     |

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

Thank you for taking the time and trouble to complete this survey. Please now return it to us in the stamped addressed envelope enclosed. We take your comments very seriously and they are extremely valuable to us in assessing the quality of our services and helping us to improve them.

**CLIENT SURVEY FORM**

Please state your name here: [REDACTED] .....

|  |          |   |           |                |          |
|--|----------|---|-----------|----------------|----------|
| 1. If you visited our offices, what did you think of our reception area?                             | Poor     | Fair  | Good<br>✓ | Excellent      | N/A      |
| 2. What did you think of the greeting you received?  | Poor     | Fair  | Good<br>✓ | Excellent      | N/A      |
| 3. What did you think of the rest of our offices?  | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 4. What did you think of the personal manner of the adviser who you had most dealings with?          | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 5. What did you think of the personal manner of our other members of our staff?                      | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 6. What did you think of the quality of our telephone communication with you?                        | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 7. What did you think of the quality of our letter or e-mail communication with you?                 | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 8. What did you think of our understanding and commitment to the action that we took on your behalf? | Poor     | Fair  | Good      | Excellent<br>✓ | N/A      |
| 9. If you have visited our website www.cleggssolicitors.com what did you think of it?                | Poor     | Fair  | Good      | Excellent      | N/A<br>✓ |
| 10. Are you likely to recommend us to other people you know?   | Yes<br>✓ | No  | Undecided |                |          |
| 11. Do you know about the other services we can provide for you and your business?                   | Yes<br>✓ | No-please send me more details on<br><input type="checkbox"/> personal injury claims<br><input checked="" type="checkbox"/> litigation<br><input checked="" type="checkbox"/> residential conveyancing<br><input type="checkbox"/> wills and probate<br><input type="checkbox"/> business affairs |           |                |          |

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

*CLEGG'S SOLICITORS STAFF IS VERY GOOD PERSONALLY. IAN TORR - DAVID - KATHY*

Thank you for taking the time and trouble to complete this survey. Please now return it to us in the stamped addressed envelope enclosed. We take your comments very seriously and they are extremely valuable to us in assessing the quality of our services and helping us to improve them.