

**CLIENT SURVEY FORM**

Please state your name here: [REDACTED]

02:00:00

DVB/PW/MAR1011

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 <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <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]

DVB/PW/Key

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 <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	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 <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <input type="checkbox"/> business affairs			

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**CLIENT SURVEY FORM**

Please state your name here: [REDACTED]

DVB/PW/RUS241

1. If you visited our offices, what did you think of our reception area?	Poor	<u>Fair</u>	Good	Excellent	N/A
2. What did you think of the greeting you received?	Poor	Fair	<u>Good</u>	Excellent	N/A
3. What did you think of the rest of our offices?	Poor	<u>Fair</u>	Good	Excellent	N/A
4. What did you think of the personal manner of the adviser who you had most dealings with?	Poor	Fair	<u>Good</u>	Excellent	N/A
5. What did you think of the personal manner of our other members of our staff?	Poor	Fair	<u>Good</u>	Excellent	N/A
6. What did you think of the quality of our telephone communication with you?	Poor	Fair	<u>Good</u>	Excellent	N/A
7. What did you think of the quality of our letter or e-mail communication with you?	Poor	<u>Fair</u>	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	<u>Good</u>	Excellent	N/A
9. If you have visited our website www.cleggssolicitors.com what did you think of it?	Poor	Fair	<u>Good</u>	Excellent	N/A
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 <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <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).

*Thanks David*

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## CLIENT SURVEY FORM

Please state your name here: [REDACTED]

DVB/PWCHI91

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 <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 ✓	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 <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <input type="checkbox"/> business affairs			

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### CLIENT SURVEY FORM

Please state your name here: [REDACTED]

DVB/PW/TOM202

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 <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)	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 <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <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).

FANTASTIC SUPPORT FROM DAVID. VERY PERSONABLE & PROFESSIONAL AND WE GOT THE RESULT WE WANTED. THANKS!

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

02 APR 2008

Please state your name here: .....

DVB/PW/STE115

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			
	✓	<input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <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).

*I would call to check <sup>if</sup> in respect of other services available you would handle my issues or problems and it so allow you to deal with it. I have always been extremely happy with the way my affairs have been handled.*

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