

## Client Survey

As part of our commitment to client care, the views and comments of our clients are important to us in helping us to continually improve our service. We would be most grateful if you could take a few minutes to complete and submit this survey.

General feedback from our Surveys may be shared for Quality Standard purposes with Quality Scheme auditors and if you give your permission we may quote any of your comments in marketing media but any personal details you divulge in the survey will remain confidential.

If you would prefer your feedback not to be quoted or shared please tick this box:

**Who conducted your case?** (please specify): .....

### Communication and quality of service

	Excellent	Good	Satisfactory	Poor
Speed in answering incoming calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returning your calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesslike/easily understood letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replying to your letters within reasonable time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Helpful and courteous at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service received regardless of outcome of your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have ticked less than "satisfactory" in any category above, please tell us here why you were unhappy:

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.....

**Client Care**

**Yes**

**No**

Did we listen to what you had to say

Did you feel that we valued you/your business

Did we give you clear explanations at all times

Did we keep you informed of progress with your case

Did we treat you fairly at all times

If you have answered “no” to any of the above, please provide an example or explain here how we could have improved things for you:

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**Your Case**

**Yes**

**No**

Did we make our charges and costs clear at the start and throughout your case

Was your case resolved in a reasonable amount of time

Would you use us again

Would you recommend us to someone your know

If you have answered “no” to any of the above, please tell us here why not

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**Other**

Overall performance: Please provide a score out of ten (10 is Excellent – 1 is Very Poor)

We aim to provide (and reward) excellent service. If you would like to nominate your Case handler for an award, please tick this box

How did you find out about Henriques Griffiths:

Google / Online Search / Website

Recommendation

Yellow Pages

Advertisement (please specify)

Existing Client

Other (please specify).....

If you have any other comments or suggestions that may help us to improve our level of service, please let us know here:

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.....  
.....

If you would like to discuss in confidence any of the issues raised, please complete your details below:

Your Name:.....

Your Address:.....

Your Telephone Number:..... Your email address:.....

**Thank you for completing this survey – please return this form to:  
Practice Manager  
Henriques Griffiths LLP  
18 Portland Square  
Bristol BS2 8SJ**

**Or alternatively please log on to our website at:  
[www.henriquesgriffiths.com](http://www.henriquesgriffiths.com)  
to complete an electronic version.**