

Please provide your opinion on each of the following areas of service at SHL solicitors.
Simply tick the relevant boxes to rate each as either 'Dissatisfied', 'Satisfied' or 'Very satisfied'.

Name	Date	Ref No
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Delivery How satisfied are you with;	Dissatisfied	Satisfied	Very Satisfied
The service and the time taken to deliver this to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Reliability How satisfied are you with:			
The ease of contacting the person dealing with your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time taken to respond to your enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our costs being accurate and provided before work was undertaken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Experience How satisfied are you with;			
The knowledge and expertise of the person dealing with yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way in which we communicated with you as a valued client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client Focus How satisfied are you with;			
The initial explanation of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way in which we dealt with your case until it was concluded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you recommend our services to family and friends? Yes No

General feedback/further comments

Whether yes or no, please use the space below to suggest how we could improve our service:

If you are happy for your feedback to appear on our website, please tick the box

Please return your completed survey by email to info@sthelenslaw.co.uk