

## CLIENT QUESTIONNAIRE

1) How did you become aware of our firm?

Recommended by a client/friend/relative \_\_\_\_\_

Knew a firm attorney \_\_\_\_\_

Knew a firm staff member \_\_\_\_\_

Yellow Page Ad \_\_\_\_\_

Attorney referral (Please Identify) \_\_\_\_\_

Referral Service (Please Identify) \_\_\_\_\_

Other (Please Explain) \_\_\_\_\_

2) Were you treated courteously on the telephone? (Yes/No) \_\_\_\_\_

Were calls returned in a timely fashion? (Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

3) During your visits to our office, were you treated courteously by our staff?

(Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

4) Did you feel that you were kept regularly informed of the status of your file?

(Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

5) Were you fully informed regarding your fee arrangement and our payment

expectations? (Yes/No) \_\_\_\_\_

Did you receive written documentation of your fee agreement?

(Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

6) Were you satisfied with the quality of our work? (Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

7) What suggestions do you have that would help us improve our services?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8) Would you use our firm again or recommend our firm to a friend, relative or  
business associate? (Yes/No) \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

9) (OPTIONAL)

Your Name: \_\_\_\_\_

Please return this questionnaire in the self-addressed, stamped envelope provided  
for your convenience. Thank you.

The Law Offices of \_\_\_\_\_