



**WE VALUE YOUR OPINION**

Now that your matter is complete, we hope that you will take a moment to let us know how you found our service. We can then use this information to improve our service to our clients.

CLIENT'S NAME..... SRB reference.....

**KEY: 1 = Not applicable 2 = Poor 3 = Adequate 4 = Good 5 = Excellent**

**(Please circle the appropriate number or tick the appropriate box in the sections below)**

**1. Please indicate how you found arrangements for fixing an appointment**

1 2 3 4 5

**2. How did you find any appointment you had with an SRB lawyer or any other representative of the firm?**

1 2 3 4 5

**3. Did he/she give you sufficient time to explain your issue or any problem you had at the time?**

YES  NO

**4. How would you rate the behaviour of our staff?**

1 2 3 4 5

**5. How was the progress of work in your matter?**

1 2 3 4 5

**6. Were you kept informed?**

YES  NO

**7. How would you rate:-**

- The call-backs received?

1 2 3 4 5

- The replies to letters/e-mails?

1 2 3 4 5

- The overall quality of the service?

1 2 3 4 5

- Our Reception

1 2 3 4 5

**8. Is there anything we can do to improve our service?**

YES  NO

If YES, what?

**9. Please indicate how you came to instruct SRB**

Existing client

Through our Website

Recommended by a friend/acquaintance

Recommended by Estate Agent

Recommended by other (please specify):-

**10. Would you recommend the Firm to others?**

YES  NO

**11. If you think there are any ways in which SRB could improve its services, including those provided on the website, please provide your written comments below or overleaf. Further, if you were happy with our service and would like to provide a testimonial this would be greatly appreciated and can also be provided below or overleaf. Your testimonial could be used on our website but on an anonymised basis.**