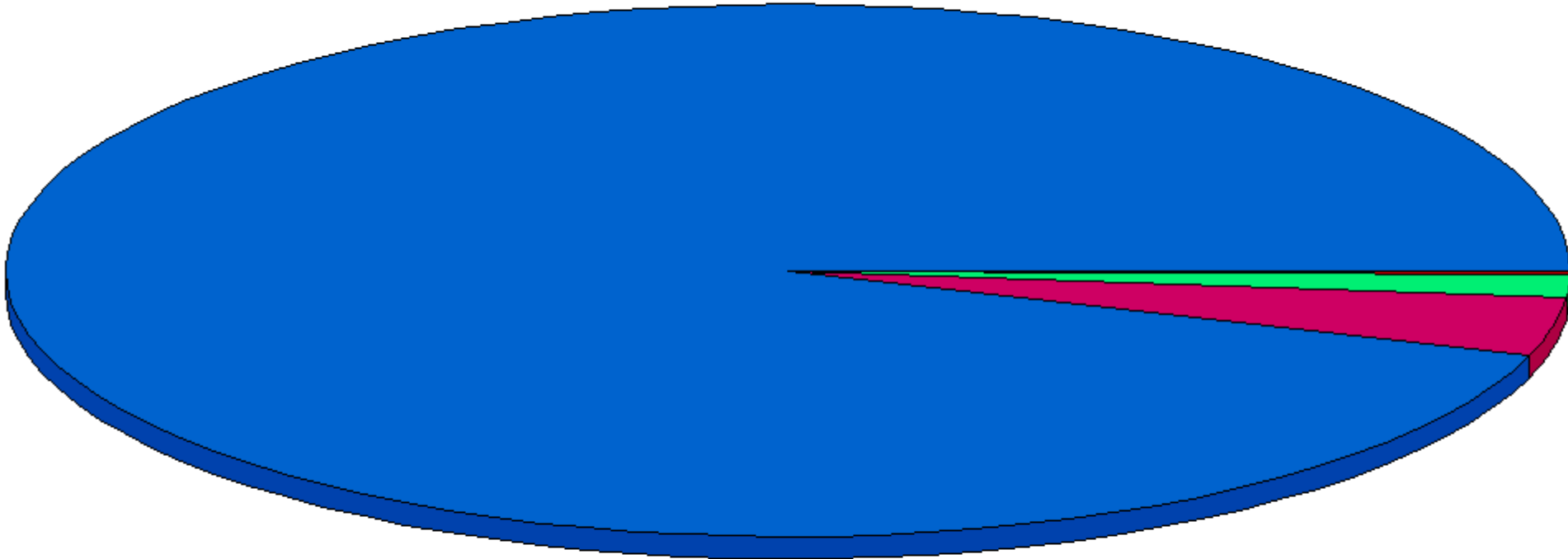
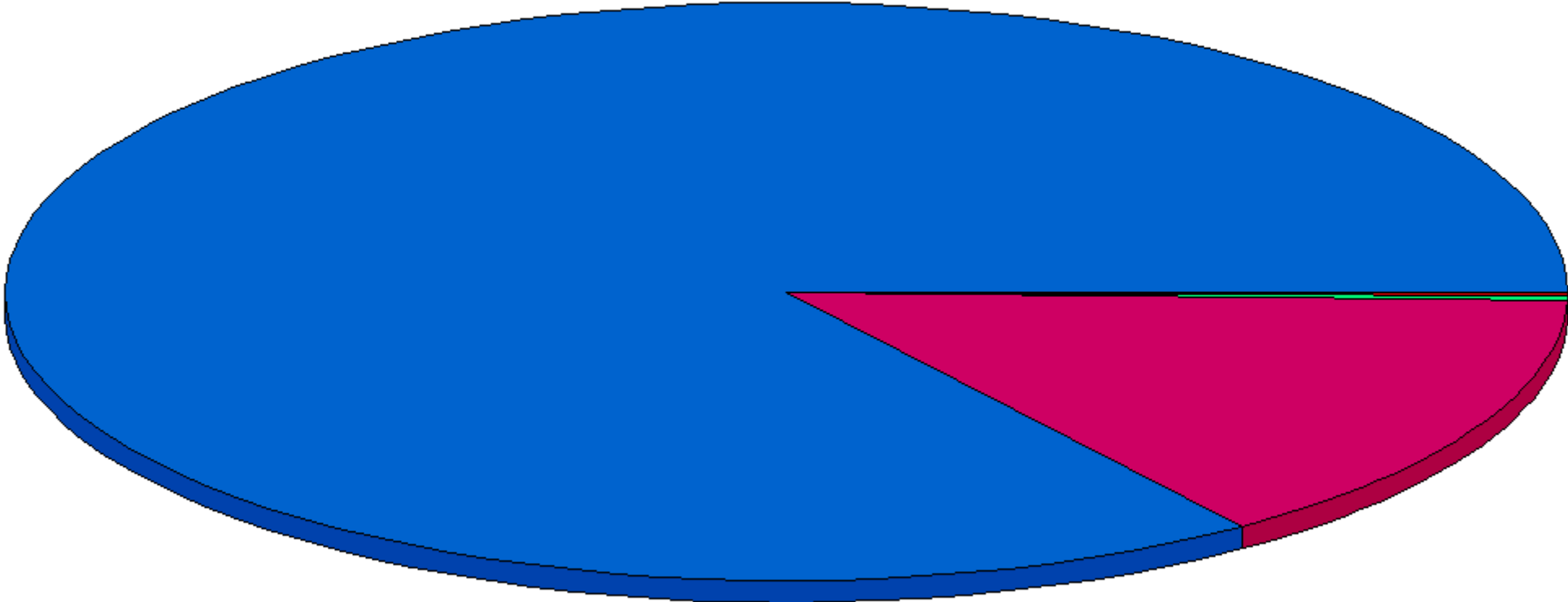


How easy was it to contact someone in connection with your case?



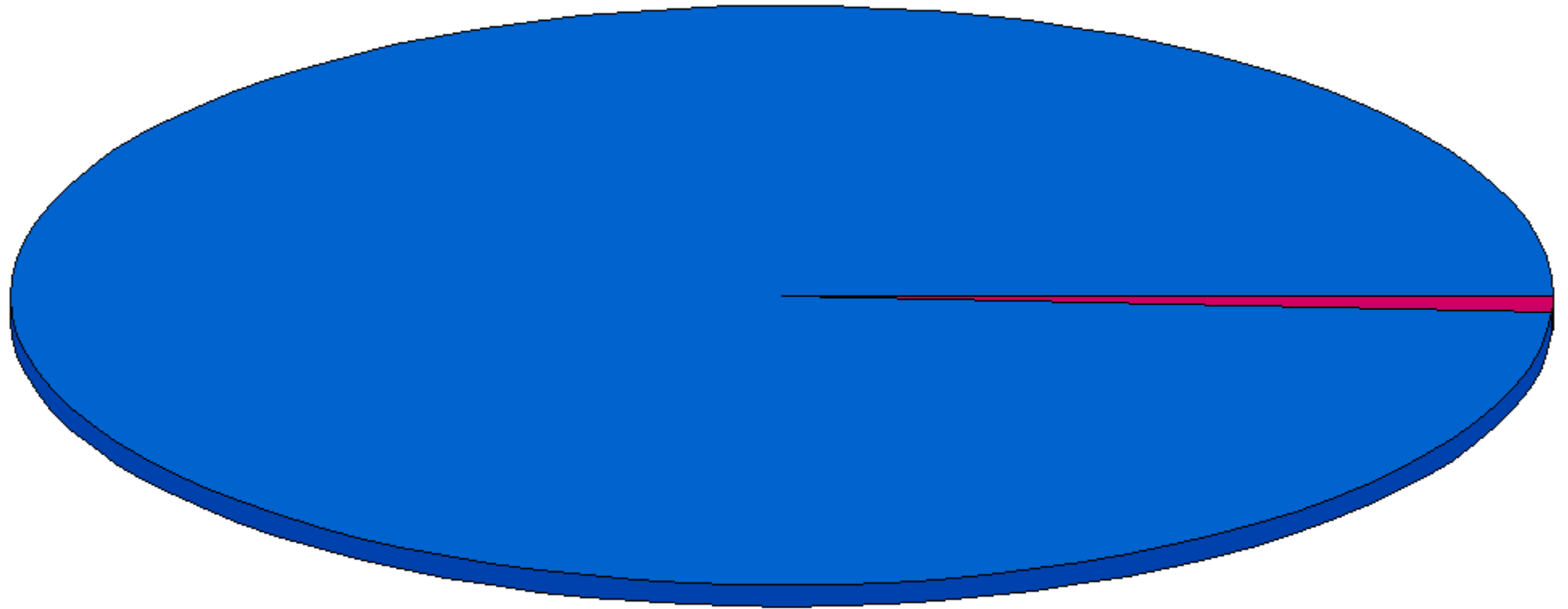
94.8% Very Easy 3.6% Not Very Easy 1.4% Difficult
0.2% Very Difficult

Did we give you information that was clear to understand?



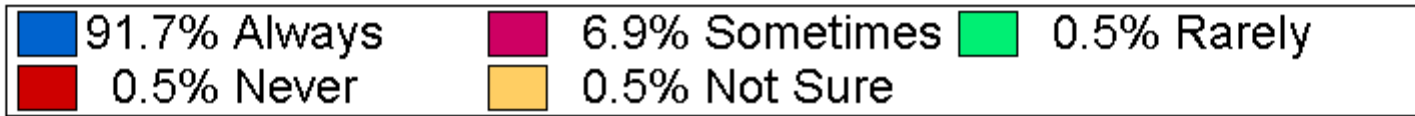
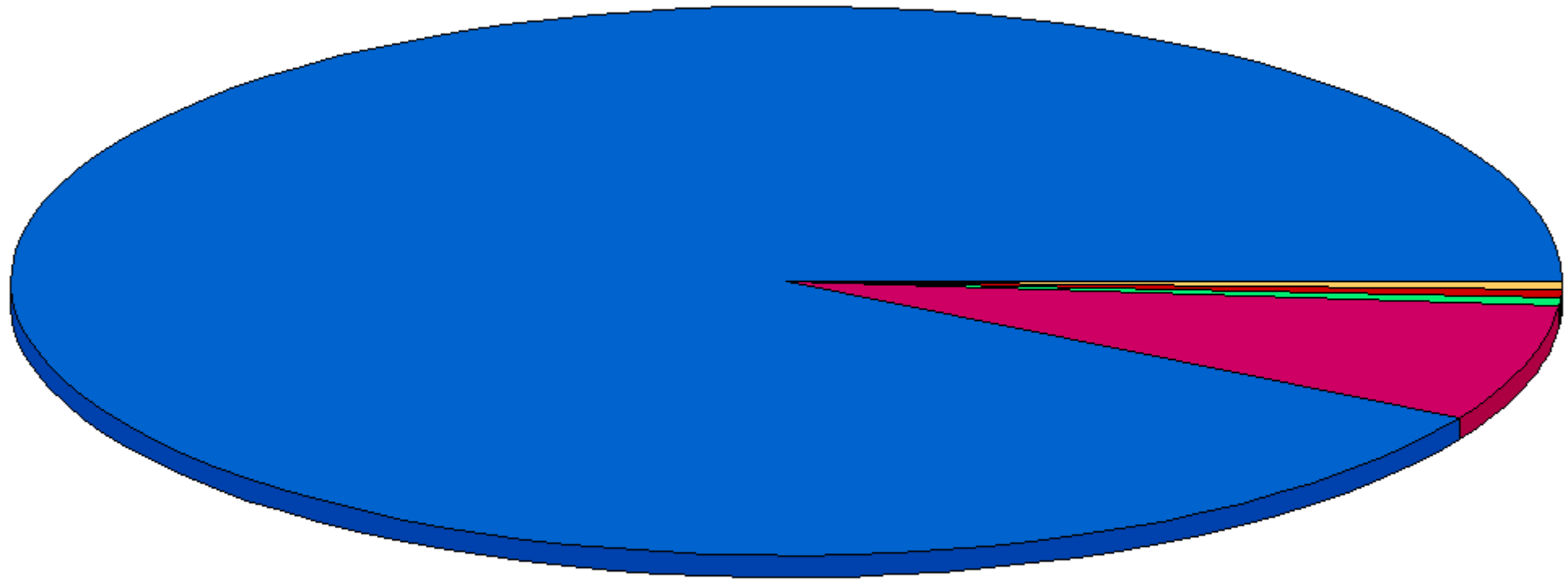
84.9% Always	14.6% Usually	0.2% Rarely	0.2% Never
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Would you recommend us

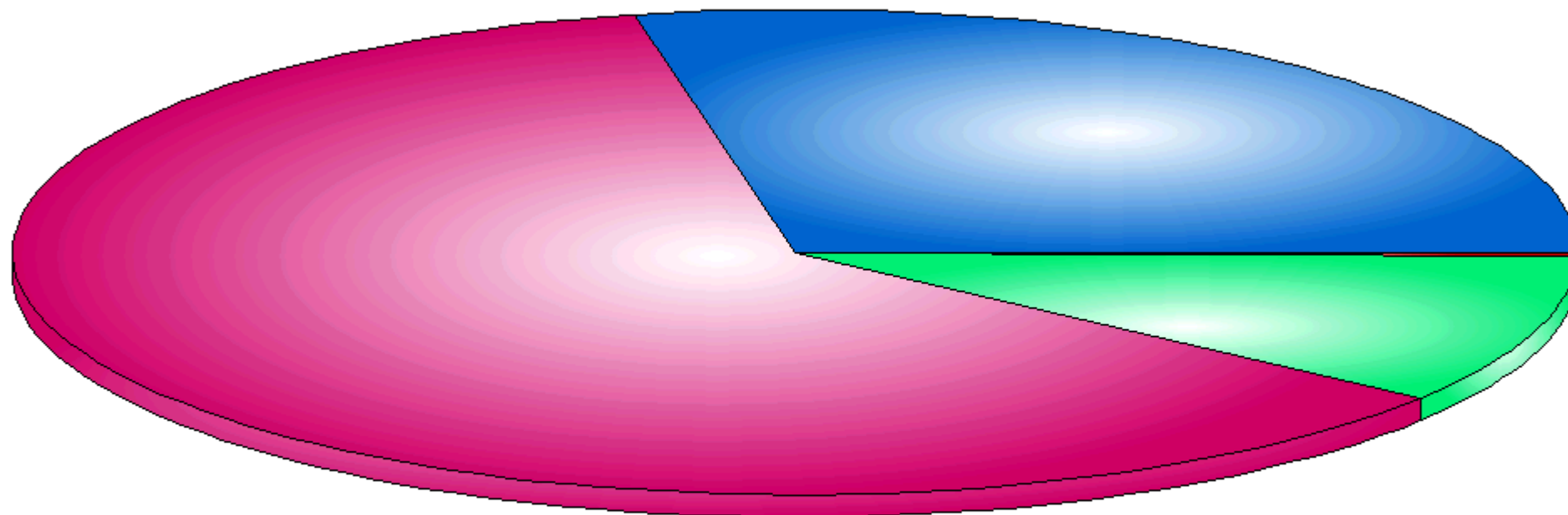


99.1% Yes 0.9% No

How well did we keep you up to date with progress?



How far did the service we gave you meet your expectations?



MARKETING CLIENT FEEDBACK FROM MAY 2011

from the department/Office frequency							Office	Office Total	
	Shrewsbury	Telford	Wellington	Ludlow	Oswestry	Hereford			
commercial property			11	4	0	1	21	1	38
dispute res			7	18	0	0	0	0	25
residential			13	21	0	20	29	20	103
private client			44	0	41	24	54	0	163
crime			15	32	0	0	7	0	54
employment			2	8	1	0	0	0	11
family			7	18	5	5	3	0	38
personal injury			13	0	0	2	0	0	15
clin neg			1	0	0	2	0	1	4
commercial			0	2	0	0	0	0	2
Total			113	103	47	54	114	22	453