

Client Satisfaction Survey

Client Satisfaction Survey

This report includes all feedback forms received between the dates of 1 May 2020 to 09 June 2021. Overall 968 respondents completed this questionnaire.

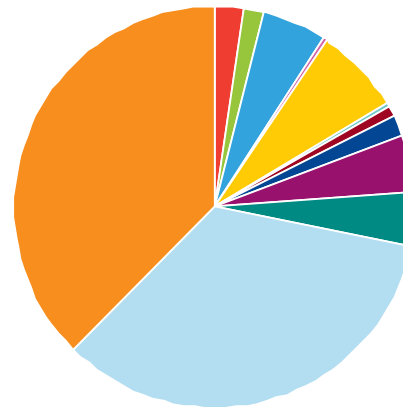
The report has been filtered to show the responses for 'All Responses'.

Client Satisfaction Survey

Counts Responses	Total	Which office did you attend?						
		Shrewsbury	Telford	Ludlow	Oswestry	Hereford	Bromyard	Conwy
Base	666	129	119	90	138	123	40	27
From the department								
17 Clinical Negligence	17	6	1	4	1	5	-	-
8 Commercial	8	-	3	-	2	3	-	-
39 Commercial & Agricultural Property	39	8	-	6	15	4	2	4
1 Court of Protection	1	-	-	-	-	-	1	-
33 Criminal	33	24	5	1	-	3	-	-
2 Debt Recovery	2	1	-	1	-	-	-	-
7 Dispute Resolution	7	4	-	1	1	1	-	-
- Education	-	-	-	-	-	-	-	-
3 Employment	3	1	2	-	-	-	-	-
35 Family	35	10	6	1	8	7	3	-
- Licensing	-	-	-	-	-	-	-	-
34 Personal Injury	34	10	10	-	3	11	-	-
- Planning & Environment	-	-	-	-	-	-	-	-
253 Private Client	253	38	45	42	50	48	27	3
234 Residential Property	234	27	47	34	58	41	7	20

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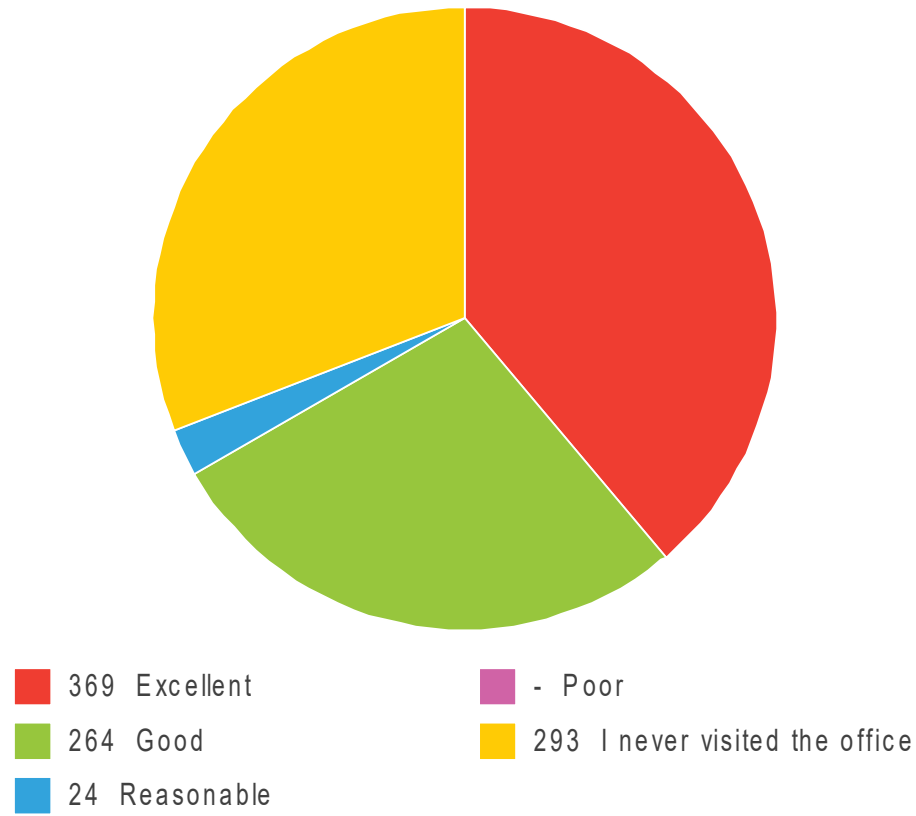
Feedback by Department



22 Clinical Negligence	16 Employment
15 Commercial	44 Family
50 Commercial & Agricultural Property	- Licensing
3 Court of Protection	42 Personal Injury
67 Criminal	- Planning & Environment
3 Debt Recovery	329 Private Client
8 Dispute Resolution	360 Residential Property
- Education	

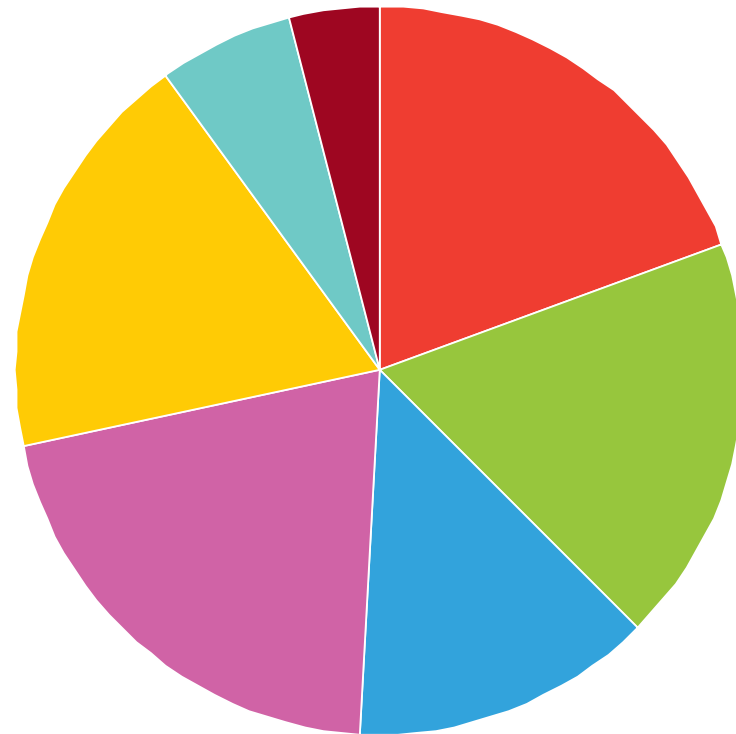
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What was your first impression of the image and layout of our offices?



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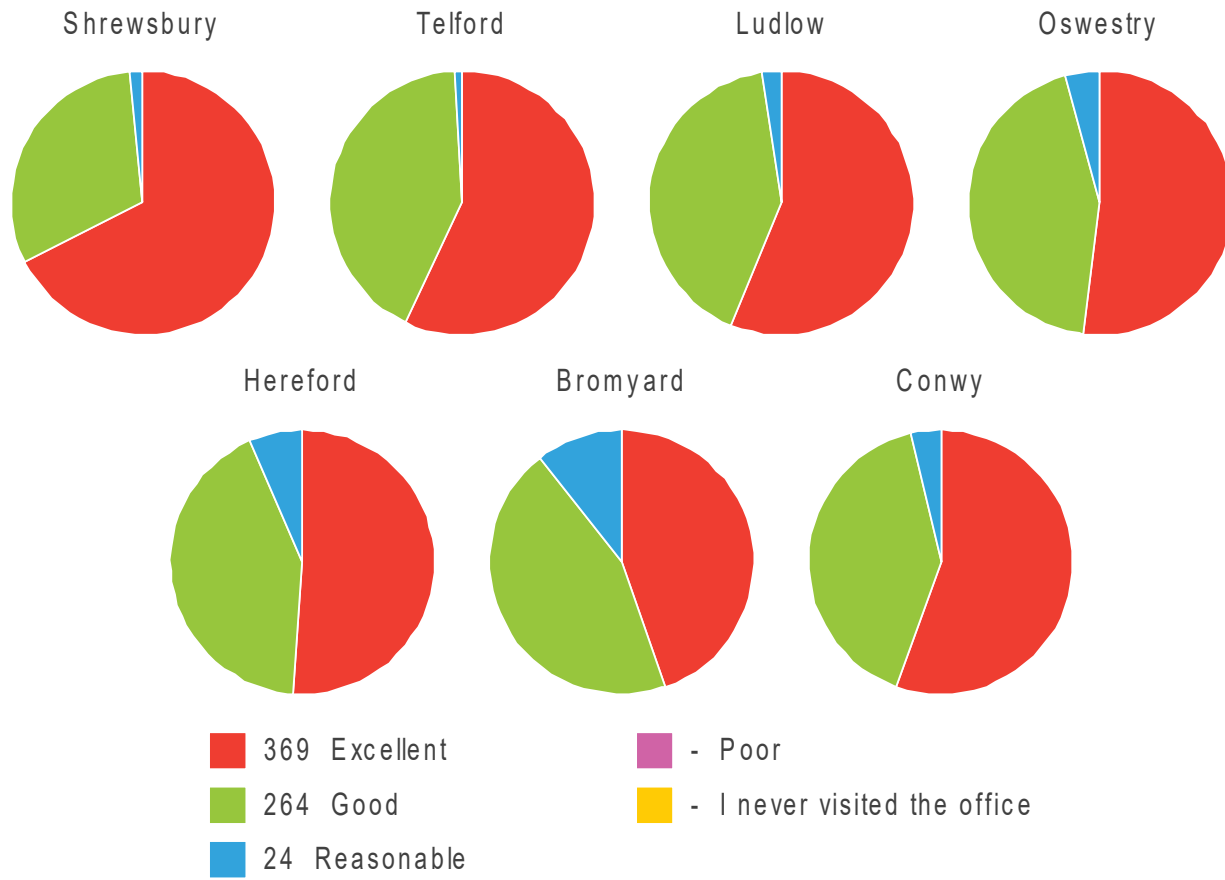
Feedback by Office



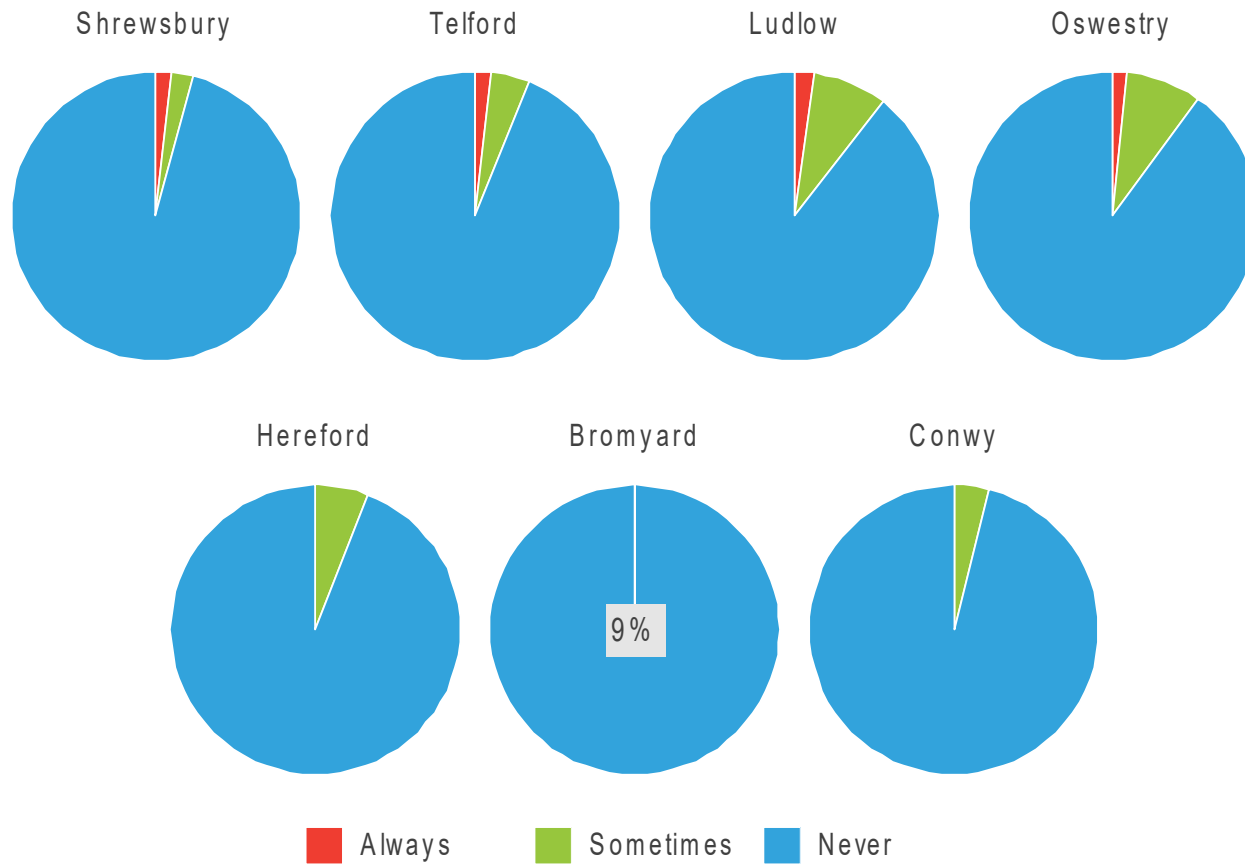
130 Shrewsbury 90 Ludlow 123 Hereford 27 Conwy
121 Telford 139 Oswestry 40 Bromyard

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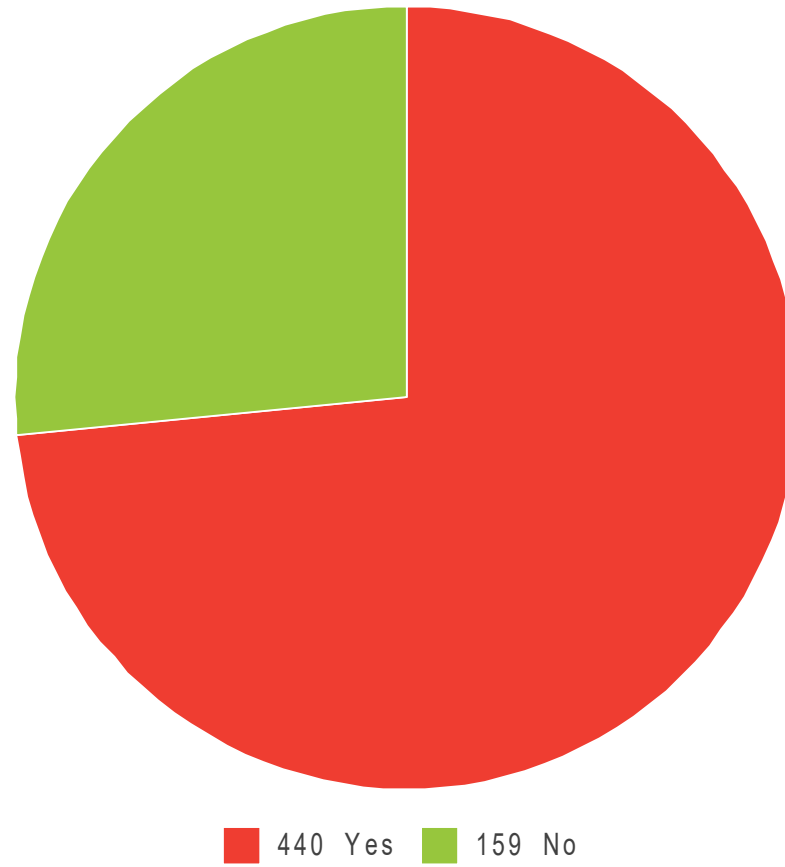
What were your impressions of the image and layout of our offices, by Office?



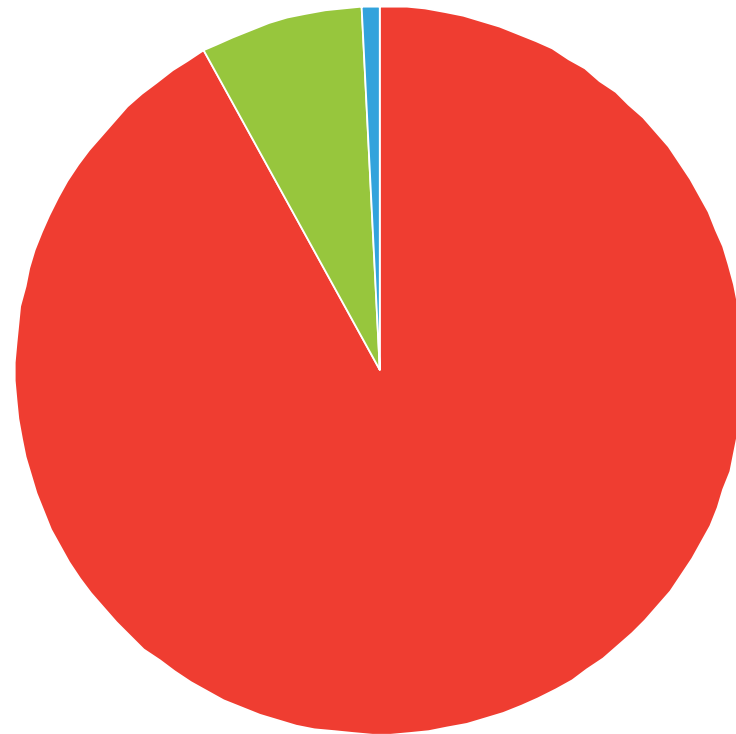
Did you wait in reception for more than 10 minutes beyond your actual appointment time?



Offered Refreshments

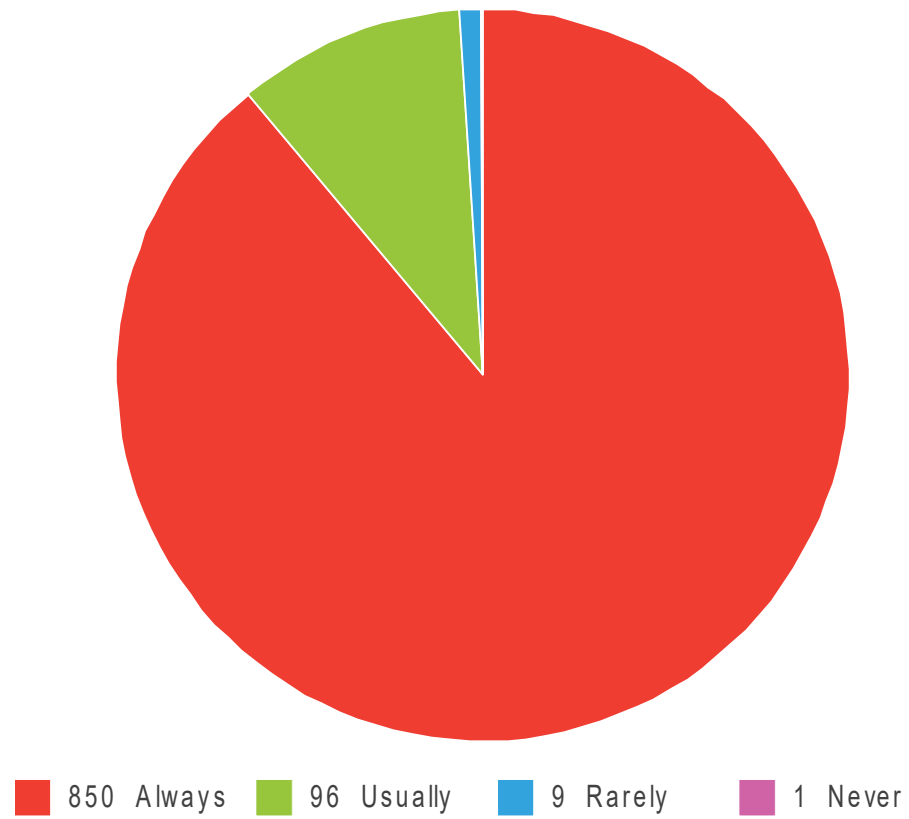


How well did we listen to what you had to say?

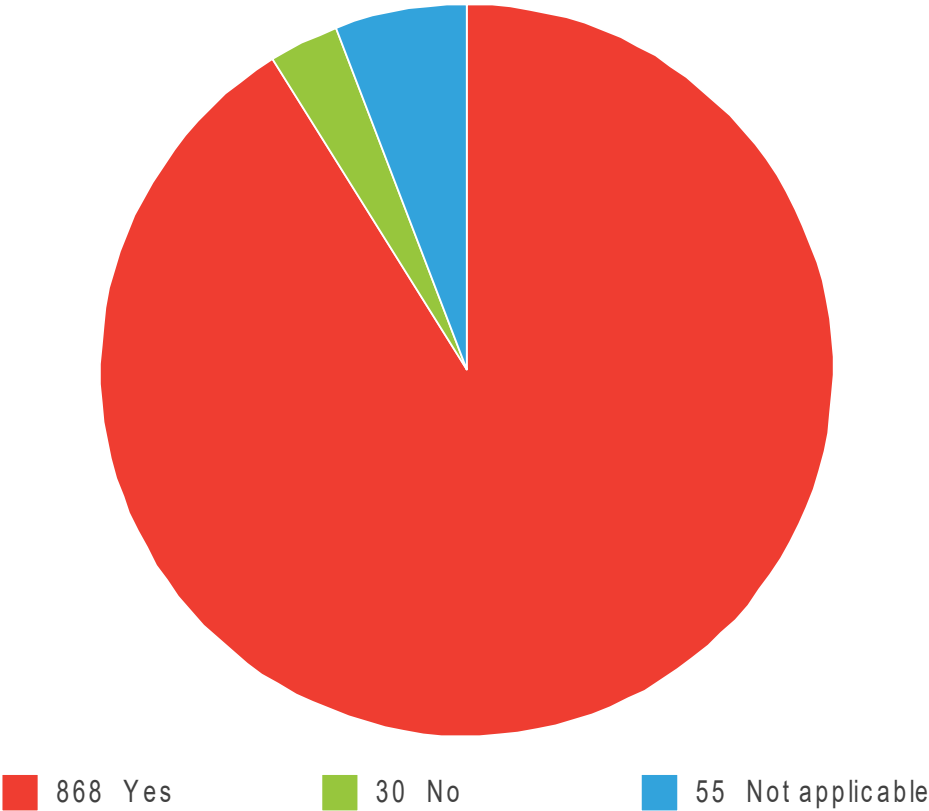


852 Very well
67 Quite well
7 Not particularly well
- Not well at all

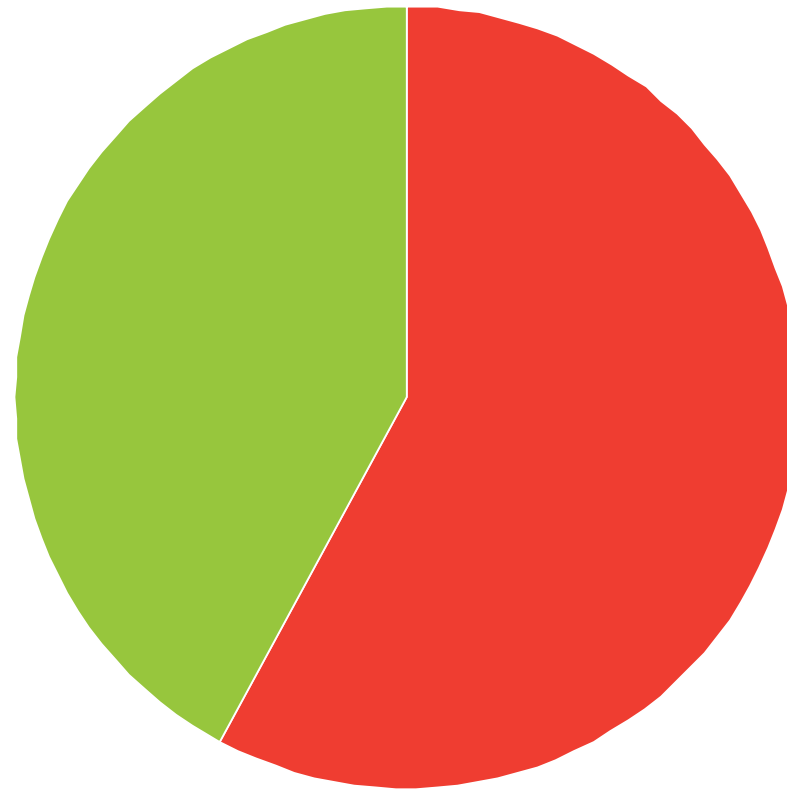
Did we give you information or advice that was easy to understand and helpful to your circumstances?



At the outset, did we give you clear information on the total costs of your case?

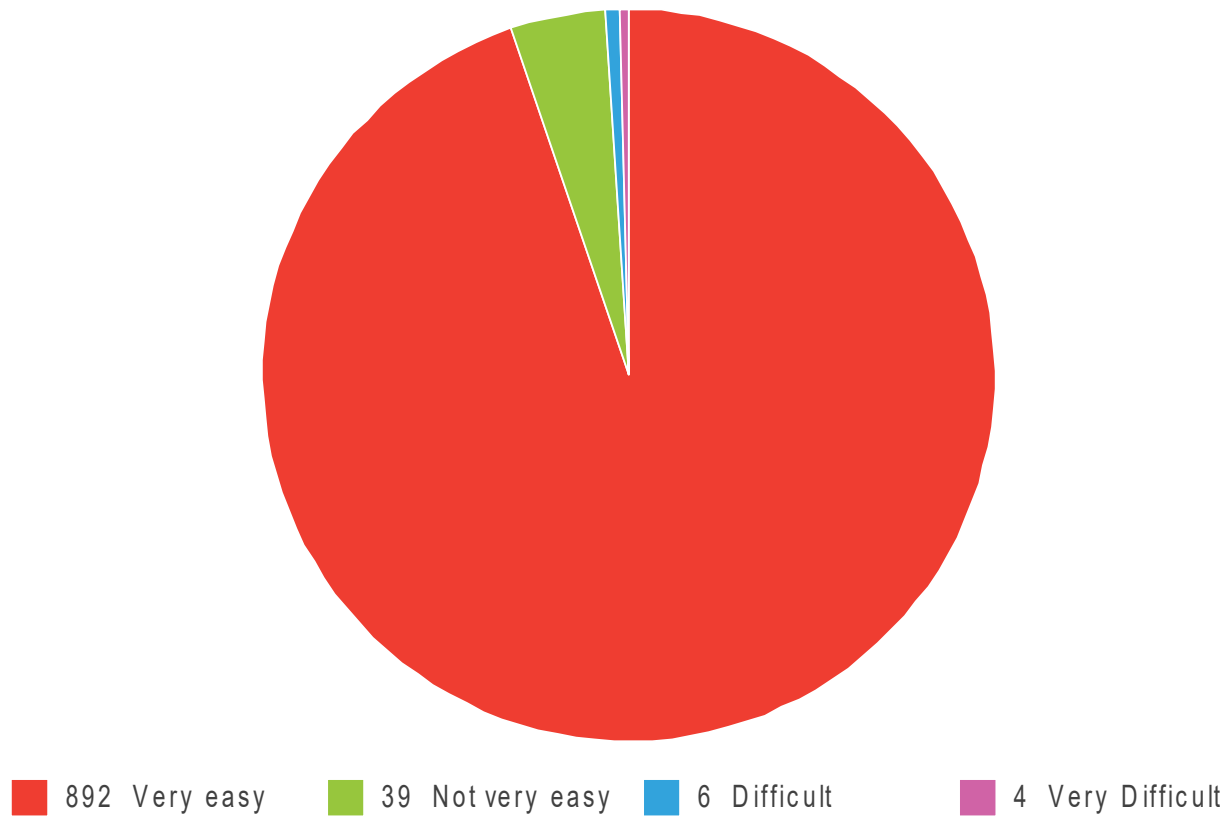


Did you get offered different pricing options?

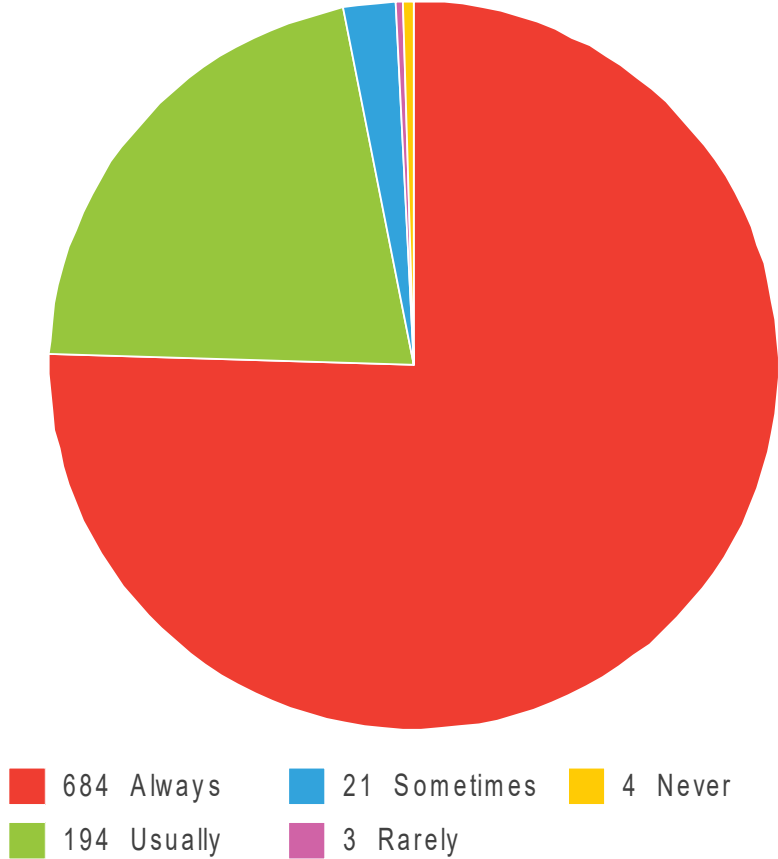


485 Yes 352 No

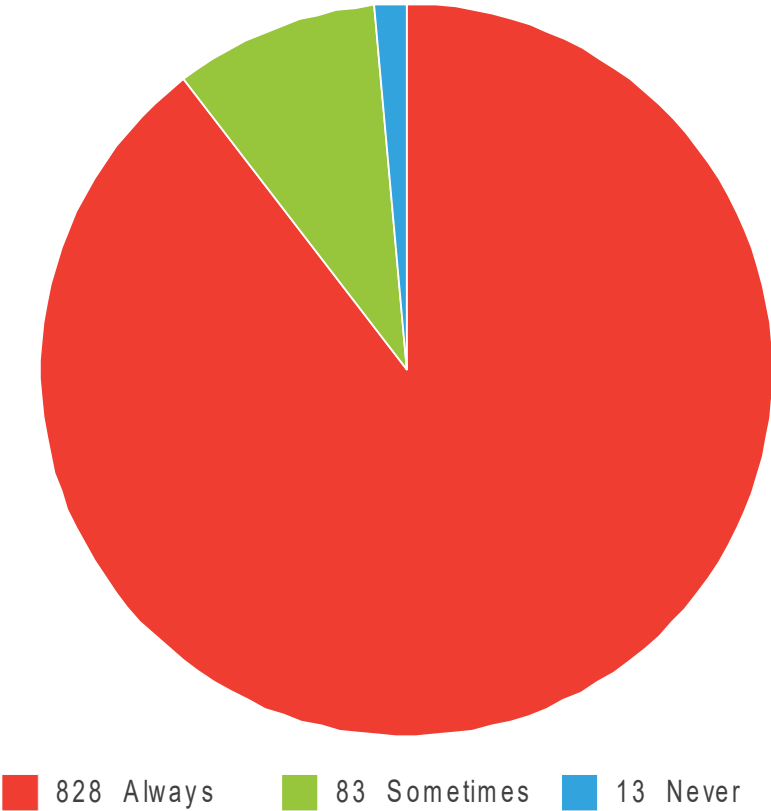
How easy for you was it to contact someone in connection with your case?



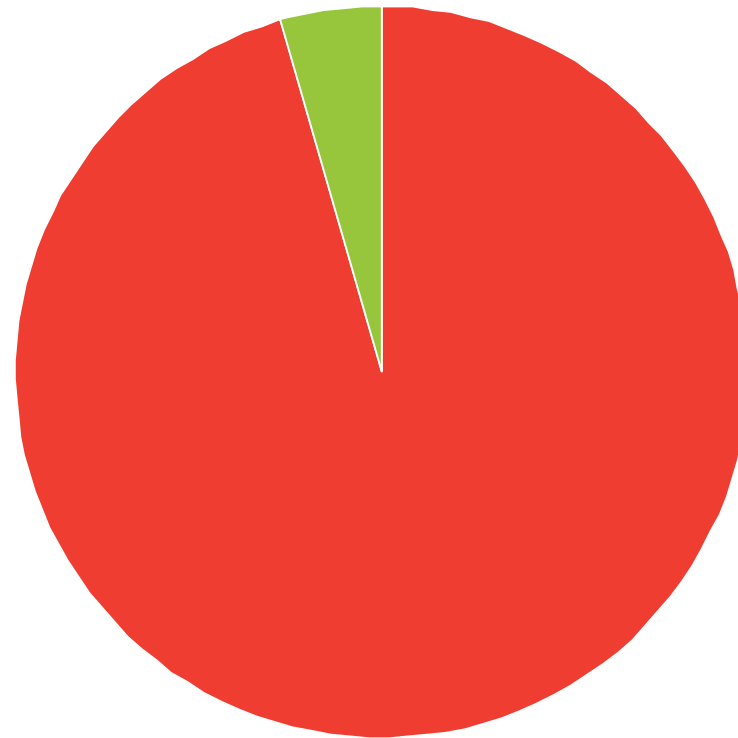
Did we return your call within a 12 hours working period?



How well did we keep you up to date with the progress and costs of your case?

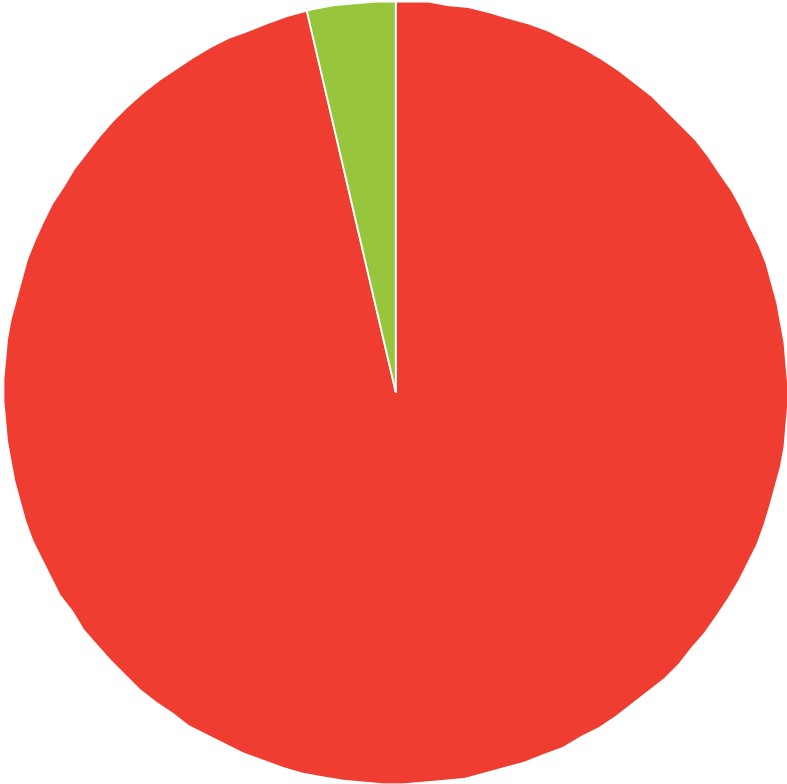


Did we complete the work within the time scale we agreed with you?



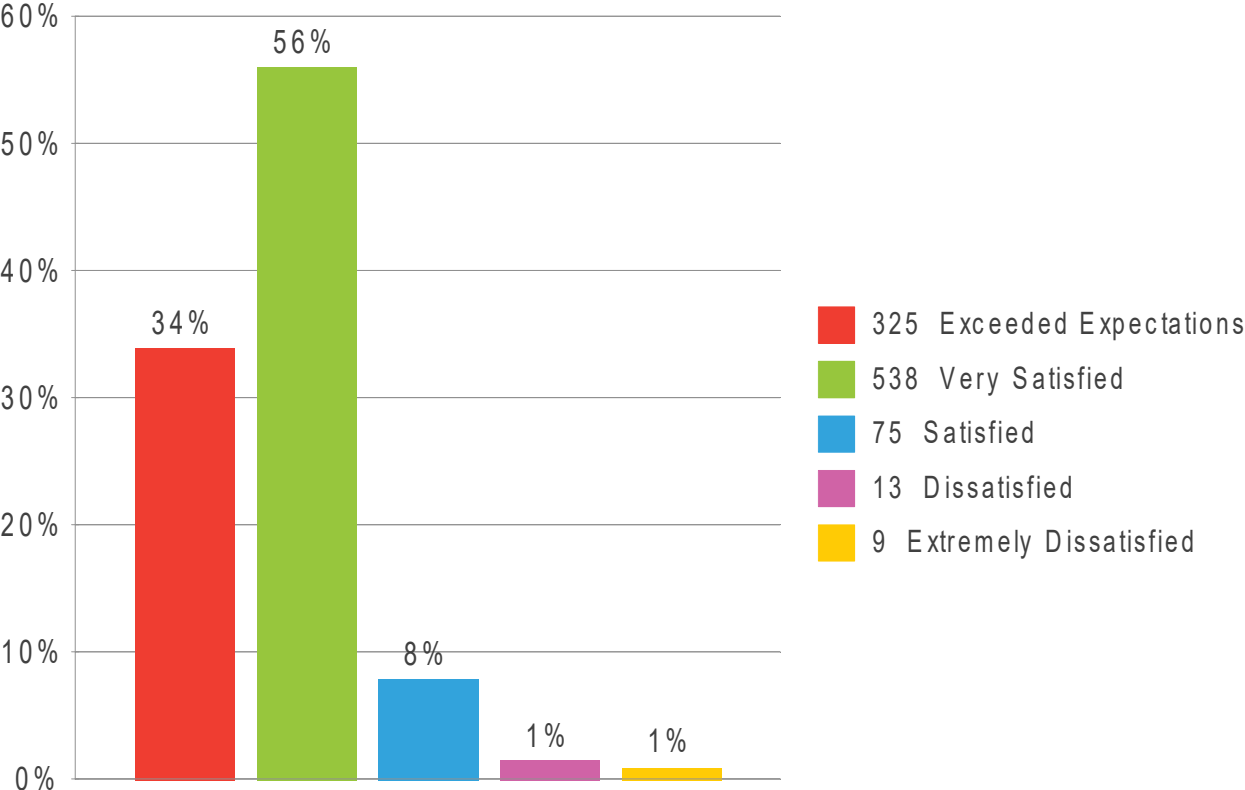
856 Yes 40 No

Do you feel that we gave you value?

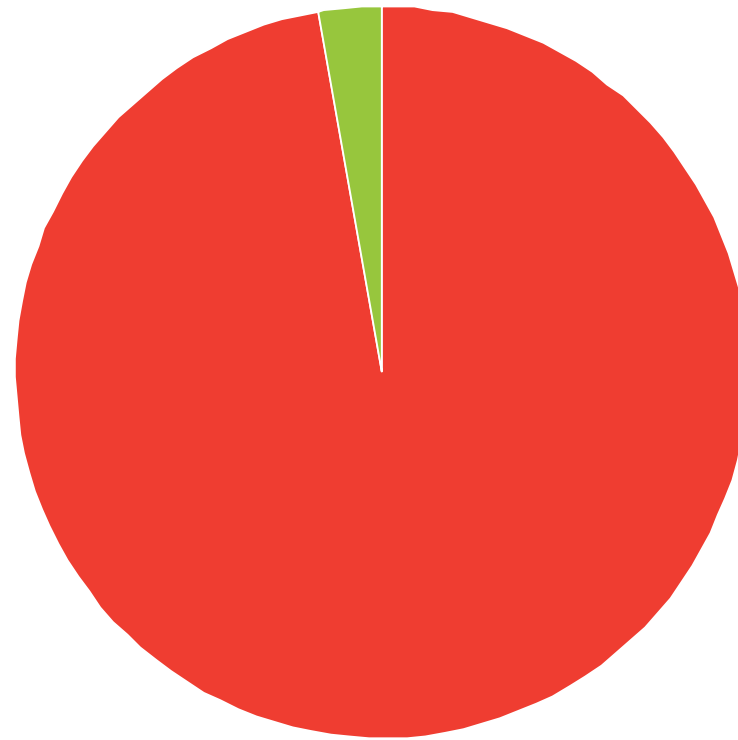


895 Yes 34 No

How far did t service that we gave you meet with your expectations?



Would you recommend us to someone else if they needed legal help or advice?



919 Yes 26 No