

Client Name:

Reference:

Matter:

Client Response Form

Thank you for instructing East Devon Law to help your matter. We would be grateful if you would spare a few minutes of your time to complete this survey to assist us in improving our service delivery. All answers will be treated in the strictest of confidence.

| | Very Good | Good | Satisfactory | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Act professionally at all times | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide clear and accurate information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Keeping you informed on progress | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Return calls if requested | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide clear and helpful telephone communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Offer value for money service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Respond to correspondence in a timely manner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quickly and effectively resolve any problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall would you use our services again | Yes / No | | | | |

Thank you for taking time to complete this form

You can tell my regulator as well as to what you think of the service you have received from East Devon Law. Visit <http://www.cilexregulation.org.uk/consumers/surveys> then click on the link entitled "For Consumers" and take the Client Survey.

If you wish to make any separate comments please do so below or overleaf:-