

Appendix 1. Sample Client-Satisfaction Survey

The following is a sample client-satisfaction survey on the continuum model. It is appropriate for mail-in and telephone interviews but may be best used with in-person interviews so that follow-up questions may be easily asked. The numbers on the continuum range from 1 ("Rarely Satisfied") to 5 ("Completely Satisfied").

1 (Rarely Satisfied) 2 3 4 5 (Completely Satisfied)

1. How satisfied were you with the turnaround time on the work we performed for you?
2. How satisfied were you with the amount and timeliness of information given to you regarding the status of your matter?
3. How satisfied were you with the amount of attention given to your matter?
4. How satisfied were you with our timeliness in responding to your telephone calls and/or letters?
5. How satisfied were you that the attorney was accessible on short notice?
6. How satisfied were you with how we listened to your concerns?
7. How satisfied were you that we understood your business and/or personal goals?
8. How satisfied were you that your matter was appropriately staffed with respect to the work performed by the lawyer and the work performed by the paralegal or legal assistant?
9. How satisfied were you that our written communications were clear, concise, and in understandable language?
10. How satisfied were you with the amount of information given on our billing statement?
11. How satisfied were you with our responsiveness to billing comments you made?
12. How satisfied were you that we were cost-conscious in handling your work?
13. How satisfied were you with the amount of your legal fees and costs given the quality of the services we provided?
14. How satisfied were you with the ability of this office to meet your legal needs?
15. How satisfied are you that we keep you informed of legal changes that might affect your business?
16. How satisfied are you that we understand your business and your needs?
17. Please tell us what we should keep doing for you.
18. Please tell us what we should *stop doing*.
19. Please give us your suggestions on how to improve our ability to serve you.
20. Please tell us about any instance of anyone from our office not relating well to you and your staff.
21. Please mark with an X the legal services provided by this firm that you have used:

☐ General Civil Litigation

☐ Personal Injury

- ☐ Family Law
- ☐ Real Estate
- ☐ Estate Planning
- ☐ Business Law
- ☐ Bankruptcy
- ☐ Criminal Law
- ☐ Banking/Credit Union Law
- ☐ Employment/Labor Law
- ☐ Tax Law
- ☐ Intellectual Property
- ☐ Environmental Law

22. Please Mark with an X the legal services you anticipate needing in the future:

- ☐ General Civil Litigation
- ☐ Personal Injury
- ☐ Family Law
- ☐ Real Estate
- ☐ Estate Planning
- ☐ Business Law
- ☐ Bankruptcy
- ☐ Criminal Law
- ☐ Banking/Credit Union Law
- ☐ Employment/Labor Law
- ☐ Tax Law
- ☐ Intellectual Property
- ☐ Environmental Law

Thank you for taking a few minutes to complete this survey. The information you provide help us give better service to all of our clients.