

MIRSKY • PASCOE

MIRSKY PASCOE CLIENT QUESTIONNAIRE

Your answers to the questions below will help us to improve our service. Should you need more space, please use the back of this form. Please return the completed questionnaire.

1. Type of File:

2. Were your telephone calls returned within a reasonable length of time?

Yes No

Comments:

3. Were you always treated courteously?

Yes No

If not, please explain:

4. Were you ever kept waiting for an unreasonable period with a lawyer or staff member with whom you had an appointment?

Yes No

If so, how often?

5. Was our basis for setting all fees explained to you at the beginning of your dealings with us?

Yes No

6. In your opinion, were the fees charged reasonable?

Yes No

If not, why not?

7. Do you feel your lawyer or our staff kept you sufficiently well informed of the progress of your case?

Yes No

8. Were you satisfied with the results obtained?
Yes No
9. How would you assess the overall quality of the services you received?
Excellent
Very Good
Good
Fair
Poor
10. Would you recommend our firm to others?
Yes No
11. General Comments:

12. Your name (optional): _____

Thank you very much for your assistance.