

# Client Feedback Questionnaire

Thank you for your recent instruction

As part of our commitment to improving the service we provide, we use an independent legal review site called ReviewSolicitors to collect and showcase our client feedback. We would be grateful if you could help us by completing this form and returning it to us.

**Q1. How would you rate your overall experience** (Please tick)

★☆☆☆☆  ★★☆☆☆  ★★★☆☆  ★★★★☆  ★★★★★

**Q2. Would you describe Herrington Carmichael as any of the following?** (Circle as many as you like)

Great value for money Professional Efficient Knowledgeable First class service  
Pleasure to deal with Friendly Approachable Smooth process Won my case  
Acted with integrity Direct contact with my solicitor Honest Straightforward Sensible advice  
Timely responses Refreshing approach Would recommend Clear and practical advice  
The bill was correct Proactive Fixed fees Honest about costs Would use again Painless  
Easy to understand Was kept fully aware Great legal knowledge

**Q3. Which service did you instruct us for?**

**Q4. Which Lawyer handled your matter?**

**Q5. Were you satisfied with the outcome of your matter?**

Yes  No

**Q6. Would you recommend this firm to somebody else?**

Yes  No

**Q7. How much were you initially quoted or how much did you expect to pay?** (Optional)

**Q8. Approximately how much did you end up spending for the legal services provided?**

(Ignoring disbursements and court fees)  
(Optional)

**Q9. Did you think this was underpriced, overpriced or about right?** (please circle)  
(Optional)

Underpriced

Overpriced

About right

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**Q10.** How would you rate us for the following: (1 = poor, 5 = excellent place a tick in the box)

	1	2	3	4	5
Initial impression	<input type="checkbox"/>				
Legal Knowledge	<input type="checkbox"/>				
Approachability	<input type="checkbox"/>				
Value for money	<input type="checkbox"/>				
Documentation Accuracy	<input type="checkbox"/>				
Communication	<input type="checkbox"/>				

We would like to place your testimonial / client review onto the [ReviewSolicitors](#) website to aid future clients, would you care to leave us a review?

*Please note that only the title of your review and your actual review will be posted publicly, the rest of this questionnaire will remain private*

Title of your review

Your review

  
  
  
  
  
  
  

Your name -

Your email address -

**ReviewSolicitors** only uses first names when posting your review. Please tick here if you would like to leave your review anonymously rather than have your first name displayed.

*From time to time, [Herrington Carmichael](#) may want to showcase your review on their social media pages (Facebook and Twitter).*

*By submitting your review then you consent that you are happy to allow us to do this.*

Once completed, please email this questionnaire to [info@herrington-carmichael.com](mailto:info@herrington-carmichael.com) or post it to [Building 2, Riverside Way, Watchmoor Park, GU15 3YL](#)