



# 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?**

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

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

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

(Ignoring disbursements and court fees)  
(Optional)

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

Yes
  No

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

(Optional)

Underpriced
  Overpriced
  About right

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

Yes
  No



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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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approachability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 [Brennan House, Farnborough Aerospace Centre Business Park, Farnborough, Hampshire, GU14 6XX](#)