

Amy Edwards Family Law

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CLIENT SERVICE QUESTIONNAIRE

Please take a few moments to answer the following questions by marking the box next to the response that best reflects your experience with our office. Please feel free to add your individual comments at the end of the questions. The questionnaire is anonymous unless you chose to include your name here:

1. Please rate the following areas regarding our firm:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Lawyer's understanding of your case and goals after first consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with lawyer throughout your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with staff throughout your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lawyer's legal advice and counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service and effectiveness of staff members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Final resolution of your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonableness of attorney fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understandable and timely legal bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience and location of office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Would you recommend our services to your family, friends or colleagues?

Yes No Uncertain

If you would not recommend this firm to another person, please state your reasons, especially if not detailed elsewhere in these questions:

3. What could the firm do to be more responsive to your legal needs?

4. Do you have any suggestions on how we could improve our written and verbal communications (telephone calls, correspondence, personal meetings) with clients?

5. If there was one thing you could change about the legal process you were involved in-- whether in our office or the legal system, what would it be?

6. What suggestions do you have for improving the way we charge for services and our billing process?

7. What suggestions do you have for improving the way our office staff assisted you?

Thank you for completing this questionnaire!