

Client Name *Mr & Mrs*

File Number

Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided. We welcome your views and opinions and any feedback you offer will be extremely valuable for our future training and development. If you would like us to contact you to discuss any of the issues raised please let us know.

Rudlings Wakelam Client Satisfaction Questionnaire				
	Excellent	Good	Fair	Poor
How would you rate our reception area and the greeting you received?	✓			
If poor or fair, how do you think we could have improved our service to you?				
	Excellent	Good	Fair	Poor
How would you rate the approachability and friendliness of your adviser?	✓			
If poor or fair, how could we have improved this for you?				
	Excellent	Good	Fair	Poor
How would you rate the level of confidence you had in your adviser to act in your best interests?	✓			
If poor or fair, how could we have improved this for you?				
	Excellent	Good	Fair	Poor
How would you rate our understanding and commitment to the action that was taken on your behalf?	✓			
If poor or fair, how could this have been improved for you?				
	Excellent	Good	Fair	Poor
How well did we communicate with you, be it by telephone, letter, e-mail or face-to-face?	✓			
If poor or fair, how could this have been improved for you?				
	Excellent	Good	Fair	Poor
How well did we explain information and advice to you?	✓			

If poor or fair, how could we have improved this for you?				
	Excellent	Good	Fair	Poor
How well did your advisor listen to what you had to say?	<input checked="" type="checkbox"/>			
If poor or fair, how could we have improved this for you?				
	Excellent	Good	Fair	Poor
In terms of the time taken by us to progress your matter, how would you rate our service to you?		<input checked="" type="checkbox"/>		
If poor or fair, how could we have improved this for you?				
	Excellent	Good	Fair	Poor
In general terms, how would you assess our service for you?	<input checked="" type="checkbox"/>			
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
	Yes	No	Undecided	
Would you use our firm again?				
	Yes	No	Undecided	
Would you be likely to recommend this firm to others?				

Do you have any further comments or suggestions regarding the service you have received? Please continue on another sheet if necessary.

If you are happy with the service we provide, would you be prepared to let us use your reaction (above) to your experience in our publicity? (PLEASE TICK ONE BOX)

Yes, using my name
 Yes anonymously
 No

If you would like to know about other services we provide please tick the box below

Yes please
 NO thank you