



Please answer each of the following questions by checking the appropriate column that corresponds to your impression of the level of our service. Please give us your opinions on:

	(1) Excellent	(2) Good	(3) Needs Improvement	(4) Unacceptable	(5) Don't Know
The way you were treated by our support staff and front desk.					
The explanation you received of the legal principles or facts involved in your case.					
Your access to the lawyer for questions or status reports on the progress of your case.					
The lawyer's effort at returning your telephone calls.					
Your confidence in the attorney's ability to represent your interests in the case.					
The results of your case met your expectations.					
The explanation you received of the fees to be charged and how our fees are determined.					

If you have given us a grade of 3 or 4 in any of the areas above, please tell us below what we should have done to create a higher level of satisfaction for you: _____

Would you feel comfortable referring friends or family to our firm? If not, why not?

Optional: Name: _____

Thank you for taking the time to complete this questionnaire.