

## Slough Law Customer Satisfaction Survey

1. Please rank each of the following statements from 1 to 5 where 1 means Strongly Disagree, 3 means Neutral/No Opinion, and 5 means Strongly Agree:

[Note: client got the scoring backwards; see comments]

<u>Question</u>	<u>Response</u>
a. I was treated with courtesy and respect.	1
b. The filing process was clearly explained.	1
c. My questions were answered to my satisfaction.	1
d. I felt comfortable discussing my case with my attorney.	1
e. My calls were returned promptly.	1
f. I felt informed at all times about the status of my case.	1
g. I received a good value for the services provided.	1
h. I would refer another person to Slough Law.	1

1. If any aspect of your case left you with a negative impression, please describe the circumstances:

*we had a positive experience*

2. What, if anything, do you feel I could do to make the bankruptcy process easier for my clients?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. What, if anything, do you feel I did especially well?

You made us feel comfortable, not  
embarrassed and we left feeling like  
we had your support and backing.

4. Please identify any factors which convinced you to retain me as your bankruptcy attorney.

same as above

5. Did I live up to your expectations?

yes - you did awesome.

6. How did you originally hear about me?

a friend of a friend

7. May I publish your comments in printed materials (circle one)?  Yes / No

8. If so, please indicate how much personal information I may reveal to future clients (leave blank to remain totally anonymous):

First Name(s) \_\_\_\_\_ Last Name(s) \_\_\_\_\_

Thank you again for taking the time to complete this survey. I wish you financial stability and success in the coming years!