

CLIENT SATISFACTION SURVEY

The Law Offices of Bradley J. Frigon is interested in providing a very high quality of legal services to you. Will you please share your experience to date with us?

A. Attorney

1. Did the attorney with whom you dealt see you on time for your appointment?

G Yes

G No

If not, did you have to wait:

G A short while (5-15 minutes)

G Longer

2. Were your phone calls returned promptly?

G Yes

G No

If not, did you have to wait:

G A short while (up to 24 hours)

Q Longer

B. Staff

1. Were the receptionist and staff courteous?

G Yes

G No

2. Did the staff return your telephone calls promptly?

G Yes

G No

If not, did you have to wait:

G A short while (up to 24 hours)

Q Longer

C. Attorney and Staff

1. Were the documents satisfactory?

G Yes

G No

2. Did the firm do something especially well which pleased you?

G Yes

G No

Comments:

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3. Is there something the firm could have done better?

G Yes

G No

Comments:

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4. Please make any comment that you would feel would assist us in better serving our clients.

Comments:

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5. Would you refer others to our firm?

G Yes

G No

6. Did you visit our website?

G Yes

G No

If yes, was it easy to use?

G Yes

G No

How could it be better?

Comments:

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