

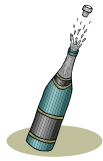
# H o w d i d w e d o ?

**Your Name:**

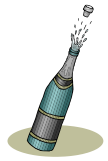
**Address:**

**Email address:**

**Date:**



**To thank you for your time in completing this form your name will be entered into the next draw for a bottle of champagne.**



1. (a) Why do/did you use rhw?

- Legal expertise
- Efficient service
- Accessibility
- Cost
- Reputation
- Good relationship

(b) How did you hear about us?

- Recommendation
- Website
- Yellow Pages
- Advert
- Seminar
- Other (please specify)

Comments:

2. Were we helpful and courteous at all times?

**Yes**    **No**

3. Did we answer your calls quickly and satisfactorily?

Comments:

4. How would you describe our service?

Efficient	1	2	3	4	5	Inefficient
Responsive	1	2	3	4	5	Unresponsive
Thorough	1	2	3	4	5	Vague
Fast	1	2	3	4	5	Slow
Well organised	1	2	3	4	5	Disorganised

5. a) What is important to you when seeking legal advice?

b) How could we improve our service to you?

6. Were you kept sufficiently informed about what was happening with your work?

**Yes**    **No**  
   

7. Were you kept sufficiently informed about our fees and expenses?

**Yes**    **No**  
   

8. (a) Would you recommend our services to others?

(b) If so, would you be prepared to provide their details to enable us to contact them?

9. Please make any comment (good or bad) here and we will take it on board.

We would like to be able to use your comments in our publications. Please tick this box if you have no objections.