

23 NOV 2023

# CLIENT SURVEY FORM

CLIENT NAME: Stephen [REDACTED]

MATTER REFERENCE: R107412

ADVISOR(S): Stewart USGO.

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?

YES / NO (please circle)

Would you recommend this firm to others?

YES / NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

**Please note:** We are sometimes required to provide the Law Society with details of client satisfaction as part of working towards quality standards. We will therefore assume that you are happy for us to use the information you supply on this form for these purposes unless you tick this box [  ].

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20 NOV 2023

# CLIENT SURVEY FORM

CLIENT NAME: Karen ~~Ferrari~~  
 MATTER REFERENCE: F65611 - will  
 ADVISOR(S): Stuart usgo

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?  YES /  NO (please circle)

Would you recommend this firm to others?  YES /  NO (Please Circle)

Please leave any comments in the box below.  
 (e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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# CLIENT SURVEY FORM

CLIENT NAME: Ann [redacted]  
 MATTER REFERENCE: B02065/01  
 ADVISOR(S): KS + lcf

16 Nov 2023

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES /  NO (please circle)

Would you recommend this firm to others?

YES /  NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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15 NOV 2023

# CLIENT SURVEY FORM

16 NOV 2023

CLIENT NAME: Jon [redacted]  
 MATTER REFERENCE: G73014 - will  
 ADVISOR(S): Sevan Usgo.

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			✓	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?  YES  NO (please circle)

Would you recommend this firm to others?  YES  NO (Please Circle)

Please leave any comments in the box below.  
 (e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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# CLIENT SURVEY FORM

13 NOV 2023

CLIENT NAME: John [redacted] & Hazel [redacted]  
 MATTER REFERENCE: J589/11  
 ADVISOR(S): Steve USGO.

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES NO (please circle)

Would you recommend this firm to others?

YES NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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# CLIENT SURVEY FORM

13 Nov 2023

CLIENT NAME: David ~~THOMPSON~~

MATTER REFERENCE: T94311

ADVISOR(S): Stuart Usigo

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?

YES/ NO (please circle)

Would you recommend this firm to others?

YES/ NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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# CLIENT SURVEY FORM

CLIENT NAME: David [REDACTED]

09 NOV 2023

MATTER REFERENCE: B188613.

ADVISOR(S): Stewart USGO

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?			/	
2. How would you rate the personal manner of the advisor(s) that dealt with your case?			/	
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			/	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?			/	
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?			/	

Do you believe you have been treated fairly?

YES  NO (please circle)

Would you recommend this firm to others?

YES  NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

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# CLIENT SURVEY FORM

CLIENT NAME:

June [REDACTED]

06 Nov 2023

MATTER REFERENCE:

C167411

ADVISOR(S):

Stewart usgo.

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES /  NO (please circle)

Would you recommend this firm to others?

YES /  NO (Please Circle)

Please leave any comments in the box below.

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Thankyou, very professional

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## CLIENT SURVEY FORM

CLIENT NAME: Martyn [redacted]  
 MATTER REFERENCE: F64611 truck [redacted]  
 ADVISOR(S): Stuart Usigo

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.			✓	
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?			✓	
6. Do you feel as though you have had good value for money?			✓	

Do you believe you have been treated fairly?  YES  NO (please circle)

Would you recommend this firm to others?  YES  NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

*We cannot fault the advisor who communicated the write process clearly. There were some errors which resulted in rectifying which affected dealings and the grades given above.*

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01 NOV 2023

# CLIENT SURVEY FORM

CLIENT NAME: Brian [redacted] & Doris [redacted]

MATTER REFERENCE: S1822101

ADVISOR(S): Stewart USGO

	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				✓
2. How would you rate the personal manner of the advisor(s) that dealt with your case?				✓
3. How would you rate the level of communication you received as a client? This can either be by telephone, email, letter or coming into the office for an appointment.				✓
4. How would you rate your advisor(s) commitment and level of care to your case and the action that was been taken on your behalf?				✓
5. In general, how would you rate the service you received from us?				✓
6. Do you feel as though you have had good value for money?				✓

Do you believe you have been treated fairly?

YES  NO (please circle)

Would you recommend this firm to others?

YES  NO (Please Circle)

Please leave any comments in the box below.

(e.g., improvements, aspects you believe could have been handled better, any points from above you wish to elaborate further on, compliments to a member of staff you dealt with, any general comments).

WE WERE GREETED AT RECEPTION WITH FRIENDLINESS AND COURTESY.  
STUART ALSO MET US WITH A FRIENDLY MANNER AND DEALT WITH ALL OUR ENQUIRIES WITH UTMOST EFFICIENCY AND WITH GOOD COMMUNICATIONS. THANK YOU SO MUCH.

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