MATTER REFERENCE: 12101412				
ADVISOR(S): SECORE USOO.				
	POOR	FAIR	GOOD	EXCELLEN
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?				
	ES / NO (pie 'ES / NO (Pie			
Please leave any comments in the box below. [e.g., Improvements, aspects you believe could have been handled bets further on, compliments to a member of staff you dealt with, any gene			ve γou wish to	o elaborate
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CLIENT NAME: Karen	OXT X			
MATTER REFERENCE: F65611 -	WU	X		
ADVISOR(S): SELECTE LISO	0			
	POOR	FAIR	GOOD	EXCELLENT
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6. Do you feet as though you have had good value for money?				~
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by ticking this box, I consent to Knaggs and Co Solic romotional material (only first names will be used)	citors using	my comm	nents in the	eir

CLIENT NAME: AM	1 6 NOV 2023			
MATTER REFERENCE: B02065/01				
ADVISOR(S): US + ICF	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?				1
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?	ES/NO (ple	ase circle)		
Would you recommend this firm to others?	ÉS) NO (PI	ease Circle)		
Please leave any comments in the box below. (e.g., improvements, aspects you believe could have been handled bet further on, compliments to a member of staff you dealt with, any gene			ve you wish t	o elaborate
Please note: We are sometimes required to provide the L	aw Society	with deta	alls of clien	t satisfactior

as part of working towards quality standards. We will therefore assume that you are happy for us to

by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their

use the information you supply on this form for these purposes unless you tick this box [].

promotional material (only first names will be used)

1 6 NOV 2023 CLIENT NAME: MATTER REFERENCE ADVISOR(S): **POOR FAIR** GOOD **EXCELLENT** 1. When either entering the office or telephoning in, how would you are 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? 7 . A 6. Do you feel as though you have had good value for money? Do you believe you have been treated fairly? NO (please circle) Would you recommend this firm to others? 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 [].

by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their

promotional material (only first names will be used)

CLIENT NAME: SOM	# +	bre	\ 🚝	300
MATTER REFERENCE: 5589 \ \				
ADVISOR(S): SELECTE USOO.				
	<u>POOR</u>	FAIR	GOOD	EXCELLENT
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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?				$\sqrt{}$
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?	ES) NO (ple:	ase circle)		
Nould you recommend this firm to others?	ES) NO (Ple	ase Circle)		
Please leave any comments in the box below. e.g., improvements, aspects you believe could have been handled bett urther on, compliments to a member of staff you dealt with, any gener			e you wish to	elaborate
lease note: We are sometimes required to provide the La s part of working towards quality standards. We will there see the information you supply on this form for these purp	efore assur	ne that yo	u are happ	

by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their promotional material (only first names will be used)

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CLIENT NAME: DOUG!			**	3
MATTER REFERENCE: T943 11				
ADVISOR(S): SELECATE USOD	, noon	FAID	COOD	EXCELLENT
Control of the Contro	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoningsin, how would you rate the service you received at reception?				
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6. Do you feel as though you have had good value for money?			i√ i	
		se circle)		- day
Vould you recommend this firm to others?	ES)/ NO (Plea	se Circle)		
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(Siny mot names will be assay				

CLIENT NAME: DOUCL		- O	9 NOV 2	2023
MATTER REFERENCE: B188613	*			
ADVISOR(S): SELECUTE USOD	897			
	POOR	FAIR	GOOD	EXCELLEN.
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how would you rate the service you received at reception?	#/		/	
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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?	VES NO (pies	ise circle)		
Would you recommend this firm to others?	YESY NO (Ple	ase Circle)		
Please leave any comments in the box below.				
(e.g., improvements, aspects you believe could have been handled be			ve you wish to	o elaborate
further on, compliments to a member of staff you dealt with, any gene	erai comments	.)		
Please note: We are sometimes required to provide the L	aw Society	with deta	ils of client	satisfaction
as part of working towards quality standards. We will the				
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Promotional material (only first haines will be used)				

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WATTER REFERENCE: (6)	1411				
ADVISOR(S): SELECIVE	U9	GO.			
1. When either entering the office or tell	or the Total Angelogica (197	<u>POOR</u>	FAIR	GOOD	EXCELLEN
how would you rate the service you nego reception?	E 3. " THE 25 THE PERSON ! " THE PERSON !				/
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3. How would you rate the level of comm yourreceived as a client? This can either be by telephone, email, le coming into the office for an appointmen	etter or				/
4. How would you rate your advisor(s) co rand level of care to your case and the act been taken on your behalf?	ion that wa				~
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6. Do you feel as though you have had go money?	od value for				/
Do you believe you have been treated fairly Would you recommend this firm to others?	(YES / NO (pleas			
Please leave any comments in the box below (e.g., improvements, aspects you believe could have be further on, compliments to a member of staff you deal	een handled be	etter, any points eral comments)	from above	you wish to	elaborate
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by ticking this box, I consent to Knage promotional material (only first names will be	gs and Co So e used)	icitors using	my comm	ents in the	ir

CLIENT NAME: MORTHUM	LL J. Net	A		
MATTER REFERENCE: F64611	much	100	soldnes	Stoc
ADVISOR(S): SELECTE LISOD				
	POOR	FAIR	GOOD	EXCELLENT
1. When either entering the office or telephoning in, how would you rate the service you received at reception?				~
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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?				V
5. In general, how would you rate the service you? received from us?			✓	
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Would you recommend this firm to others? Please leave any comments in the box below. (e.g., improvements, aspects you believe could have been handled bette further on, compliments to a member of staff you dealt with, any general	al comments).	se Circle) from above		
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MATTER REFERENCE:

CLIENT NAME: Brion 3

CLIENT SURVEY FORM

	POOR	<u>FAIR</u>	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?				V
5. Do you feel as though you have had good value for money?				V

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).

NE WERE GREETED AT RECEPTION WITH FRIENDLINESS AND COURTESY.
STURRT ALSO MET US WITH A FRIENDLY MANNER AND DEALT WITH ALL OUR ENOURIES WITH UTMOST EFFICIENCY AND WITH GOOD COMMUNICITATIONS. THINK YOU SO MUCH.

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 [].

	by ticking this box, I consent to Knaggs and Co Solicitors using my comments in their
promot	tional material (only first names will be used)