

## Client Feedback Form

We aim to provide the best service to our clients. To enable us to continually improve, please give us your feedback. Answers will be kept confidential.

<b>1. How satisfied were you with the overall service received from us?</b>				
Extremely satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> Unsure <input type="checkbox"/>				
Please state reasons why:				
<b>2. Do you think your objectives were understood?</b>				
Yes <input type="checkbox"/> No <input type="checkbox"/>				
If no, please give reasons why:				
<b>3. Were you given clear advice as to your options before, during and after the matter?</b>				
Yes <input type="checkbox"/> No <input type="checkbox"/>				
If no, please give reasons why:				
<b>3. Did we meet your objectives?</b>				
Yes <input type="checkbox"/> No <input type="checkbox"/>				
If no, please give reasons why:				
<b>5. In general, how satisfied were you with the service you received from Horizon Law in relation to:</b>				
	<b>Extremely satisfied</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>Unsure</b>
Timeliness in responding to telephone calls, emails and letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The turnaround time on your matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of written communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of legal advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>6. Having received your bill for legal fees and costs, do you think the service we offer is value for money?</b>
Yes <input type="checkbox"/> No <input type="checkbox"/> Please give reasons why:
<b>7. What could we do to improve the service you received from us?</b>
<b>8. What other services could we offer that would improve our service?</b>
<b>9. Would you recommend the practice to a colleague, friend or family member?</b>
Yes <input type="checkbox"/> No <input type="checkbox"/> Please give reasons why:
<b>10. Please use the space below for any additional comments:</b>

Thank you for taking the time to complete this form.

Please return this form to:

Horizon Law Ltd  
Highstone House  
165 High Street  
Barnet  
Hertfordshire  
EN5 5SU

or email to: [barnet@horizonlaw.co.uk](mailto:barnet@horizonlaw.co.uk)