

## Client Satisfaction Survey

Name of Lawyer: \_\_\_\_\_

Name of Client: \_\_\_\_\_

Type of Case (i.e. Family, Real Estate) \_\_\_\_\_

1. Were you treated courteously by your lawyer?  Yes  No
2. Were you treated courteously by other persons working in the office?  Yes  No
3. Did your lawyer clearly explain your legal problem and the stages needed to resolve it?  Very clearly  
 Somewhat confusing  
 Not clearly
4. How well did your lawyer keep you informed about what was happening with your case?  Very well informed  
 Somewhat well informed  
 Not well informed
5. Were the questions you asked your lawyer answered to your satisfaction?  Yes  No
6. Did you think your case was completed within a reasonable time?  Yes  No
7. Were you satisfied with your lawyer's work?  Very satisfied  
 Somewhat satisfied  
 Not satisfied
8. Were you satisfied with the outcome of your case?  Very satisfied  
 Somewhat satisfied  
 Not satisfied
9. Would you want to use this lawyer again the next time you require legal services?  Yes  
 Maybe  
 No

10. Please write down any other comments that you may have. We welcome any criticisms or praise for the program that you may wish to share with us.

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Thank you very much for completing this questionnaire! Please return it as soon as possible. If you wish to be contacted, please include your telephone number.

By Mail

CAW Legal Services Plan  
Suite 600  
1 St. Clair Ave. West  
Toronto, Ontario  
M4V 3C3

**OR**

By Fax

416-960-8047