

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.

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

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

OR

By Fax

416-960-8047

EMail

You may also wish send it by email.

1. Save the form to your computer, attach to an email, and send it to: kjones@uniforlsp.com

OR

2. Click on the submit button below which will open your email client, with the form already attached (works with most browsers).