

## Client Response Form

**Client Name:**

**Reference:**

**Matter:**

Thank you for instructing East Devon Law to help your matter. We would be grateful if you would spare a few minutes of your time to complete this survey to assist us in improving our service delivery. All answers will be treated in the strictest of confidence.

	Very Good	Good	Satisfactory	Poor	Very Poor
Act professionally at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide clear and accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping you informed on progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return calls if requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide clear and helpful telephone communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer value for money service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to correspondence in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quickly and effectively resolve any problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall would you use our services again? **Yes / No**

*Thank you for taking time to complete this form*

You can also tell our Regulator as to what you think of the service you have received from East Devon Law. Visit <http://www.cilexregulation.org.uk> then click on the link entitled 'I am a Consumer' and then 'Surveys' and take the Client Survey.

For details of how we use the information on this form please see overleaf.

If you wish to make any separate comments, please do so overleaf:

If you wish to make any separate comments, please do so below:

### **Personal Information Statement**

We ask you to complete this form solely to assist us in providing or improving our services to clients. You do not have to complete it.

If you do decide to complete the form, we will keep the paper copy on a file in a locked filing cabinet for statistical and record purposes only. We will keep the form for five years.

We will not share any information on this form with any third parties. Any information used for statistical purposes eg on our website, will not contain any details that could identify you.

Please let us know if you would like a copy of the completed form. You can ask us to destroy your form at any time by contacting us.

East Devon Law is registered as a Data Controller with the Information Commissioner's Office. The registered Data Controller is Ian Hunt under Register number Z323275X.

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