



## Client Feedback Questionnaire

As part of our participation in the Law Society Quality Conveyancing Scheme we want to make sure that we meet the standards expected and would invite you to complete this survey form.

The Law Society may ask us from time to time to share the results of the surveys we conduct with them. Should you not wish to have your personal details (ie your name) shared then please tick the box at the foot of the survey.

The survey is also on our website:

<https://hatchbrenner.co.uk/services/residential-property-solicitors/buying-or-selling-a-home>  
so if you would rather complete it on line then please feel free to do so

PLEASE TICK ONE BOX in reply to each question

**Q1.** Did we give you sufficient information to explain clearly the process of buying/ selling your property?

Yes                       No                       Don't know

**Q1a.** Did we clearly indicate our role in the process?

Yes                       No                       Don't know

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**Q2.** Did we give you information about the costs of the transaction?

Yes                       No                       Don't know

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**Q3.** Do you feel that we kept you informed of progress during the transaction?

Yes                       No                       Don't know

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**Q4.** How well did we listen to what you had to say?

Very well                       Not very well  
 Fairly well                       Very badly  
 Undecided

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**Q5.** Did we respond promptly to your enquiries?

Yes                       No                       Don't know

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**Q6.** Were we polite and professional?

Yes                       No                       Don't know

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**Q7.** Did we treat you fairly?

Yes                       No                       Don't know

**Q7a.** If you believe you were treated unfairly due to e.g. your ethnic background, sex, religion or any other reason, please tell us briefly why.

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**Q8.** Would you recommend us to someone else if they needed legal help or advice?

<input type="checkbox"/>	yes	<input type="checkbox"/>	Probably not
<input type="checkbox"/>	probably	<input type="checkbox"/>	no
<input type="checkbox"/>	Undecided		

**Q8a.** Please give your reason(s) for your answer to Q8

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**Q9.** Please tell us how you heard about our firm and whether it was easy or difficult to make initial contact.

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**Q10.** Do you have any further comments or suggestions that may help us to improve our level of service? Please continue on another sheet if necessary.

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This survey is being carried out as part of the firm's participation in the CQS scheme.

If you wish to opt out of having your details shared with the Law Society CQS office please tick this box