

BRRT FEEDBACK FORM

Dear Valued Client,

At **BAKER RYRIE RICKARDS TITMARSH** we believe that good communication with our clients is the most crucial component of legal practice. We are constantly seeking to improve, consistent with our overall philosophy of striving to provide superb client service. By taking a few minutes to complete and return this short questionnaire, you can help us understand our client's needs and improve the quality of our service.

1) Have you had any previous experience with lawyers? Yes/No

If yes, how do we compare? _____

If no, what expectations did you have? _____

And how did we compare to those expectations? _____

2) Why did you choose BRRT? _____

3) Would you choose us again? Yes/No

Why? _____

4) Did we adequately explain everything? Yes/No

Was our communication clear and concise? Yes/No

Were we easy to contact? Yes/No

Were our staff helpful and courteous? Yes/No

Was our office accessible and comfortable? Yes/No

Comments

5) Did we adequately explain about the costs of our services? Yes/No

Did you feel we provide value for money in provision of legal services? Yes/No

Any comments about our costs generally? _____

6) Would you recommend us to your family and friends? Yes/No

7) Any comments about BRRT generally?

8) (Optional) Your Name: _____

Type(s) of matter(s) we handled for you: _____

9) Please advise if we may include your comments on our website: Yes/No

*Please feel free to add any additional comments or to call us to discuss any specific issues.
We greatly appreciate you taking the time to help us improve our service.*