

## Legal Aid Society Client Satisfaction Survey

Contacting Legal Aid Society		Very	2	3	4	Very
1.	How satisfied are you that you were able to reach us without a lengthy hold on the phone?					
2.	How satisfied are you with our receptionist?					
3.	How satisfied are you that the person you spoke with in the Intake Department explained our process of accepting cases and what would happen to your request?					
The Help You Received						
1.	Please tell us how satisfied you are with the person (attorney or paralegal) who helped you:					
	a. Are you satisfied with how he or she listened to your question/problem?					
	b. Are you satisfied with how he or she understood your question or problem?					
	c. Are you satisfied with how he or she explained the progress of your case and kept you informed?					
	d. Are you satisfied with how he or she returned your calls?					
	e. Are you satisfied with his or her courtesy and professionalism?					
	f. Are you satisfied with the overall performance of your attorney/paralegal?					
2.	How satisfied are you with the amount of attention your problem was given?					
3.	How satisfied are you that we obtained the best result possible for you under the circumstances?					
General Questions		Yes	Maybe	Not Sure	Maybe	No
1.	If you had another legal problem, would you call Legal Aid Society again?					
2.	Overall, as a result of the help you received from legal Aid Society, do you believe you are better off than you were before you called Legal Aid?					