

FEEDBACK

- I value my customers' opinions more than anything else in my business
- Accordingly I would like to hear what my clients think of the service they have received from me – especially constructive criticism enabling me to strive for improvement
- Comments in any form will be gratefully considered - but if you find this form helpful, then please use it
- If you prefer to keep your comment anonymous, please do so; I will make no effort to track-down my sources!
- Please fax, post or e-mail your reply

Jonathan Mounteney Solicitors

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✉ jonathan@mounteney.com
www.mounteney.com

YOUR IDENTITY:

(Optional) Jason Scates

<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 1 best 10 worst
<u>My Availability</u> I boast of being readily accessible at all times	Agree with your statement of availability.	10
<u>Clarity of my communication</u> I boast that my explanations are simple, clear and concise	I have taken in and understood all I have been told.	10
<u>Technical</u> I boast my advice is as good as any available at any price	Agreed. Worth every penny!	10
<u>My Speed</u> I boast that I will cause no delay in my clients' affairs	Questions answered promptly.	10
<u>My Courtesy</u> I boast of being faultlessly polite in my communications	Agree with this statement.	10
<u>Value</u> I intend what I charge to be value for money	Agree, worth every penny.	10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them	Terms understood and accepting without concern.	10.
Your overall satisfaction	Very satisfied, glad Michael pointed me your way!	10
Other comments	—	
Would you use us again?	Yes!	

With thanks for your custom



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YOUR IDENTITY:

(Optional)

PETER STANLEY

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<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 10 best 1 worst
<u>My Availability</u> I boast of being readily accessible at all times	YOUR WIFE + FAMILY MUST BE AS UNDERSTANDING AS MINE	10
<u>Clarity of my communication</u> I boast that my explanations are simple, clear and concise	1 AGREE - A LAWYER WHO DOESN'T SPEAK LEGALESE IS A RARE + WONDERFUL PERSON	10
<u>Technical</u> I boast my advice is as good as any available at any price	1 AGREE	10
<u>My Speed</u> I boast that I will cause no delay in my clients' affairs	YOUVE REALLY RILED OUT THE SOYS RECENTLY - BUT STANDARD SPEEDS GOOD ENOUGH FOR ME USUALLY	10
<u>My Courtesy</u> I boast of being faultlessly polite in my communications	1 AGREE, BUT ALWAYS HOPE THAT YOU'D SAY IF ANYTHING WAS A PROBLEM!	11
<u>Value</u> I intend what I charge to be value for money	ALLAYS	10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them	CANT REMEMBER THEM, BUT YOURE A FAIR, STRAIGHT + HONEST MAN SO AM MORE THAN HAPPY	10
Your overall satisfaction	YOUR ABILITY TO KEEP ME SAFE, MY CONTACT WITH A REAL COMFORT AND ADDS TRENDSHIP TO MY BUSINESS, MY LIFE + THAT OF MY CONTACTS.	12
Other comments	KNOWING I HAVE YOU IN MY CORNER HELPS ME SLEEP - REALLY!	
Would you use us again?	OF COURSE - WATCH THIS SPACE.	

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YOUR IDENTITY:

(Optional) CS Accounts Ltd

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<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 10 best 1 worst
<u>My Availability</u> I boast of being readily accessible at all times	Never a problem contacting you	10
<u>Clarity of my communication</u> I boast that my explanations are simple, clear and concise	→ Excellent communication - clear & easily understood	10
<u>Technical</u> I boast my advice is as good as any available at any price		10
<u>My Speed</u> I boast that I will cause no delay in my clients' affairs		10
<u>My Courtesy</u> I boast of being faultlessly polite in my communications		10
<u>Value</u> I intend what I charge to be value for money		10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them		10
Your overall satisfaction	Fantastic. no problems whatsoever. excellent service	
Other comments	will (and have) recommended you to others.	
Would you use us again?	Without hesitation	

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<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 10 best 1 worst
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<u>My Courtesy</u> I boast of being faultlessly polite in my communications		10
<u>Value</u> I intend what I charge to be value for money		10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them		10
Your overall satisfaction	<i>Couldnt ask for better</i>	10
Other comments	<i>Excellent Service, no problems, no job too small!</i>	
Would you use us again?	<i>With out Doubt</i>	

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<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 10 best 1 worst
<u>My Availability</u> I boast of being readily accessible at all times		9
<u>Clarity of my communication</u> I boast that my explanations are simple, clear and concise		10
<u>Technical</u> I boast my advice is as good as any available at any price		10
<u>My Speed</u> I boast that I will cause no delay in my clients' affairs		10
<u>My Courtesy</u> I boast of being faultlessly polite in my communications		10
<u>Value</u> I intend what I charge to be value for money		10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them		9
Your overall satisfaction		10
Other comments	<i>Very happy with your service</i>	
Would you use us again?	<i>yes</i>	

With thanks for your custom



21/9/09.

Dear Jonathan,

Enclose herewith my Cheque for
Your Invoice 161. £218.50-

I do thank you very much,
(When I saw your smile when you passed
Brian's window that day, I thought what a
nice man you looked. I was right, its a
pleasure to know you.)

Yours sincerely

Sam Schofield.

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Howard Deighton
Finchurst Estates

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<u>AREA OF SERVICE</u>	<u>YOUR COMMENTS</u>	<u>Rating</u> 10 best 1 worst
<u>My Availability</u> I boast of being readily accessible at all times	To date we have always received a prompt response to enquiries with timesframes in respect of responses.	10
<u>Clarity of my communication</u> I boast that my explanations are simple, clear and concise	Communication is always clear and concise.	10
<u>Technical</u> I boast my advice is as good as any available at any price	First class	10
<u>My Speed</u> I boast that I will cause no delay in my clients' affairs	Exceptional - always delivers above & beyond expectations	10.
<u>My Courtesy</u> I boast of being faultlessly polite in my communications	Polite & professional at all times	10
<u>Value</u> I intend what I charge to be value for money	Good value for money.	10
<u>My Terms</u> I want my terms to be readily acceptable, and to keep to them	Terms generally ok	9
Your overall satisfaction	Very satisfied	10
Other comments	Very good experience to date - always approachable and reactive to our needs.	10.
Would you use us again?	Without any doubts!	

With thanks for your custom

