

# Client Feedback Questionnaire

Thank you for your recent feedback

As part of our commitment to improving client services, we have partnered with the independent legal review site, ReviewSolicitors. To enhance our client care, we would appreciate your support to complete and return this form. Thank you!

Your name:

Email:

How would you rate the overall experience (Please tick)

                                                

Would you describe B P Collins LLP as any of the following? (Please tick)

<input type="checkbox"/> Great value for money	<input type="checkbox"/> Timely responses	<input type="checkbox"/> Smooth process	<input type="checkbox"/> Proactive	<input type="checkbox"/> Would recommend
<input type="checkbox"/> Was kept fully aware	<input type="checkbox"/> The bill was correct	<input type="checkbox"/> Would use again	<input type="checkbox"/> Friendly	<input type="checkbox"/> Refreshing approach
<input type="checkbox"/> Direct contact	<input type="checkbox"/> Pleasure to deal with	<input type="checkbox"/> Straightforward	<input type="checkbox"/> Professional	<input type="checkbox"/> Easy to understand
<input type="checkbox"/> Sensible advice	<input type="checkbox"/> Honest about costs	<input type="checkbox"/> Efficient	<input type="checkbox"/> Honest	<input type="checkbox"/> First class service
<input type="checkbox"/> Approachable	<input type="checkbox"/> Fixed fees	<input type="checkbox"/> Clear and practical advice	<input type="checkbox"/> Great legal knowledge	<input type="checkbox"/> Acted with integrity

Which service did you request?

Which solicitor handled your matter?

Were you satisfied with the outcome of your matter?

Yes  No

Would you recommend this firm to somebody else?

Yes  No

How much were you initially quoted or expected to pay and approximately how much did you end up spending for the legal service provided? (Ignoring disbursements and court fees) (Optional)

INITIALLY QUOTED  
£

ENDED UP PAYING  
£

Did you think this was underpriced, overpriced or about right? (Please tick) (Optional)

Underpriced  Appropriate  Overpriced

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How would you rate us for the following: ( 1 = poor and 5 = Excellent , Please select)

	1	2	3	4	5
Initial Impression	<input type="checkbox"/>				
Legal Knowledge	<input type="checkbox"/>				
Approachability	<input type="checkbox"/>				
Value for Money	<input type="checkbox"/>				
Documentation Accuracy	<input type="checkbox"/>				
Communication	<input type="checkbox"/>				

Title of your review

Would you like to place your review on the ReviewSolicitors website to assist future clients?

Please note, only the written review and corresponding title will be posted publicly. The questionnaire will remain private.

Your review

Please select if you wish to leave anonymous feedback

B P Collins LLP may want to showcase your review on their social media pages (Facebook, X, and LinkedIn). By submitting your review, you consent to allow this. Once completed, please email this questionnaire to [enquiries@bpcollins.co.uk](mailto:enquiries@bpcollins.co.uk) or post it to Marketing Department at 20 Station Road, Gerrards Cross, SL9 8EL, Buckinghamshire, UK.