

# 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 in completing and returning this form to [enquiries@bpcollins.co.uk](mailto:enquiries@bpcollins.co.uk). 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  
£

Was correspondence clear, understandable and in plain English?

Yes  No

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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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approachability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of our services are you likely to use in the future? (Please tick)

<input type="checkbox"/> Commercial advice on running a business	<input type="checkbox"/> Corporate advice (eg. selling a business)	<input type="checkbox"/> Criminal law services	<input type="checkbox"/> Dispute resolution services	<input type="checkbox"/> Employment and HR advice
<input type="checkbox"/> Family and matrimonial services	<input type="checkbox"/> Notary Public services	<input type="checkbox"/> Property and real estate services	<input type="checkbox"/> Technology and IP services	<input type="checkbox"/> Wills, trusts and probate services

Do you currently use or have you previously used any other law firm?

Yes  No

If so, who??

How did the service you received from the other firm compare to B P Collins?

<input type="checkbox"/> The service from the other firm was worse	<input type="checkbox"/> Both firms provided the same level of service	<input type="checkbox"/> The service from the other firm was better	<input type="checkbox"/> I have not instructed another law firm
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Are you able to tell us why you say that?

What is the likelihood you will instruct another firm to act for you in the light of your experience at B P Collins?

<input type="checkbox"/> Definitely use another firm	<input type="checkbox"/> Probably use another firm	<input type="checkbox"/> Unlikely	<input type="checkbox"/> Definitely won't use another firm	<input type="checkbox"/> Unlikely
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Why do you use B P Collins? (You can select more than one option)

- Good reputation in the market
- Specialist areas of law covered
- Location
- Relationship with particular lawyers
- Value for money
- Good reputation in the market
- Historical - I just always have done
- Other

If you said other, please specify why

Is there anybody at B P Collins who stood out to you as particularly praiseworthy?  Yes  No

If yes, could you tell us who and what they did to earn your praise.

May we place your review on our own website in addition to the ReviewSolicitors website to assist future clients?

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

Title of your review

Your review and feedback of the lawyer/ firm

Please select if you wish to leave anonymous feedback

BP Collins LLP may want to showcase your review on their social media pages (Facebook, X, and LinkedIn). By submitting the review above, 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

B P Collins LLP  
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